Los Angeles County
Metropolitan Transportation Authority

METRO OPERATIONS MONTHLY PERFORMANCE REPORT

JUN 2013

M Metro®

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Metro Bus Systemwide and Division Scorecard Overview

Metro Bus has eleven Metro operating divisions: Division 1 and 2, both operating out of the downtown Los Angeles area; Divi sion 3 in Cypress Park; Arthur Winston Division 5 in South Los Angeles; Division 6 in Venice; Division 7 in West Hollywood; Di vision 8 in Chatsworth; Division 9 in El Monte; Division 10 in Los Angeles, near the Gateway building; Division 15 in Sun Valley; a nd Division 18 in Carson. Metro Bus systemwide is responsible for the operation of approximately 2,490 Metro buses and 144 Met ro Bus lines carrying nearly 373.1 million boarding passengers each year. Metro bus also operates the successful Orange Line.
This report gives a brief overview of Systemwide and Division operations:

* Mean Miles Between Mechanical Failures Requiring Bus Exchange (MMBMF).
* Mean Miles Between Total Road Calls (MMBTRC).
* In-Service On-Time Performance.
* Traffic Accidents per 100,000 Hub Miles.
* Complaints per 100,000 Boardings.
* New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours.

Measurement	FY10	FY11	FY12	FY13 Target	FY13 YTD	FYTD Status	Apr Month	May Month	Jun Month
Bus Systemwide									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	3,222	3,523	3,759	3,900	3,827	◇	4,242	3,835	4,023
No. of unaddressed road calls	305	125	47		15		1	0	0
Mean Miles Between Total Road Calls (MMBTRC) **	1,566	2,052	2,292	2,400	2,443	●	2,689	2,447	2,580
In-Service On-time Performance ***	72.33%	75.17%	76.54%	80.00%	75.82%	◇	76.17%	74.76%	75.08%
Bus Traffic Accidents Per 100,000 Miles *	3.08	3.23	3.72	3.10	3.66	◇	3.77	3.91	3.80
Number of "482 alleged accidents"	245	232	248		219		19	23	20
Complaints per 100,000 Boardings	2.61	2.53	3.14	2.20	3.12	◇	2.99	2.79	2.90
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	10.36	13.43	14.72	13.25	15.40	◇	16.41	15.89	17.33
* Data reflects updated data for each month.						*W.C. now reflects current month's data. No data lag.*			
Division 1									
MMBMF	2,831	2,609	3,143	3,900	3,539	◇	4,161	3,403	4,087
No. of unaddressed road calls	36	3	1		0		0	0	0
MMBTRC	1,354	1,540	1,823	2,400	1,915	◇	2,129	1,936	2,112
In-Service On-time Performance	76.61%	78.85%	80.10%	80.00%	79.56%	●	79.40%	78.00%	77.44%
Bus Traffic Accidents Per 100,000 Miles *	3.07	3.42	3.77	3.24	3.75	◇	3.12	4.24	3.97
Number of "482 alleged accidents"	49	30	19		24		1	3	3
Complaints per 100,000 Boardings	1.89	1.85	2.09	1.44	2.35	▬	2.19	2.23	2.54
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	12.52	14.10	13.98	13.25	16.45	◇	14.52	23.36	24.94
* Data reflects updated data for each month.						*W.C. now reflects current month's data. No data lag.*			
Division 2									
MMBMF	2,714	3,378	3,280	3,900	2,993	◇	3,209	3,267	3,491
No. of unaddressed road calls	29	8	6		8		0	0	0
MMBTRC	1,475	1,721	1,834	2,400	1,892	◇	1,963	1,909	2,307
In-Service On-time Performance	77.24%	73.89%	74.22%	80.00%	74.02%	◇	74.82%	73.28%	74.91%
Bus Traffic Accidents Per 100,000 Miles *	3.16	3.56	4.33	3.76	4.31	◇	5.97	5.04	3.96
Number of "482 alleged accidents"	23	21	25		17		3	2	0
Complaints per 100,000 Boardings	1.87	2.02	2.28	1.61	2.01	◇	2.03	1.65	1.58
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	12.93	16.86	14.34	13.25	18.81	◇	27.88	8.41	32.29
* Data reflects updated data for each month.						*W.C. now reflects current month's data. No data lag.*			

Measurement	FY10	FY11	FY12	FY13 Target	FY13 YTD	FYTD Status	Apr Month	May Month	Jun Month
Division 3									
MMBMF	2,770	2,909	2,975	3,900	3,446	Yellow	3,614	3,678	4,641
No. of unaddressed road calls	24	7	2		2		1	0	0
MMBTRC	1,555	1,967	2,195	2,400	2,575	Green	2,727	2,788	3,761
In-Service On-time Performance	76.81%	77.71%	77.83%	80.00%	76.10%	Yellow	75.10%	75.13%	75.72%
Bus Traffic Accidents Per 100,000 Miles *	3.39	3.28	3.27	2.81	3.90	Yellow	3.83	4.75	4.17
Number of "482 alleged accidents"	0	0	26		28		4	2	1
Complaints per 100,000 Boardings	2.65	2.51	3.14	2.16	3.20	Red	3.86	2.54	3.01
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	8.84	11.61	14.38	13.25	11.50	Green	12.34	8.14	8.70

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Measurement	FY10	FY11	FY12	FY13 Target	FY13 YTD	FYTD Status	Apr Month	May Month	Jun Month
Division 5									
MMBMF	3,493	3,643	3,141	3,900	3,428	Yellow	4,104	4,123	4,358
No. of unaddressed road calls	4	2	2		0		0	0	0
MMBTRC	1,712	2,053	1,771	2,400	2,211	Yellow	2,399	2,647	2,417
In-Service On-time Performance	67.82%	74.63%	78.30%	80.00%	75.89%	Yellow	76.28%	75.94%	74.83%
Bus Traffic Accidents Per 100,000 Miles *	4.44	4.42	5.64	4.20	4.50	Yellow	2.89	4.39	4.34
Number of "482 alleged accidents"	30	24	28		36		2	4	2
Complaints per 100,000 Boardings	1.90	1.84	2.00	1.41	2.37	Red	3.03	1.93	1.71
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	14.78	12.43	13.50	13.25	20.77	Red	11.92	16.23	17.31

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Measurement	FY10	FY11	FY12	FY13 Target	FY13 YTD	FYTD Status	Apr Month	May Month	Jun Month
Division 6									
MMBMF	7,816	11,021	12,999	3,900	11,013	Green	8,806	5,376	10,040
No. of unaddressed road calls	8	1	0		0		0	0	0
MMBTRC	2,172	3,008	3,849	2,400	3,726	Green	3,340	2,419	2,915
In-Service On-time Performance	68.27%	69.28%	78.44%	80.00%	75.26%	Yellow	76.88%	73.46%	74.02%
Bus Traffic Accidents Per 100,000 Miles *	5.01	5.06	7.54	4.20	6.98	Red	7.23	6.20	6.64
Number of "482 alleged accidents"	4	7	3		1		1	0	0
Complaints per 100,000 Boardings	2.86	3.17	2.52	1.57	2.34	Red	2.03	1.01	2.17
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	5.95	8.26	9.69	13.25	11.57	Green	37.62	0.00	0.00

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Measurement	FY10	FY11	FY12	FY13 Target	FY13 YTD	FYTD Status	Apr Month	May Month	Jun Month
Division 7									
MMBMF	2,997	3,106	3,611	3,900	3,394	Yellow	4,129	3,460	3,294
No. of unaddressed road calls	101	18	6		0		0	0	0
MMBTRC	1,217	1,644	1,859	2,400	1,980	Yellow	2,219	2,128	1,920
In-Service On-time Performance	68.38%	72.47%	73.15%	80.00%	71.96%	Yellow	71.59%	70.60%	70.11%
Bus Traffic Accidents Per 100,000 Miles *	3.55	3.85	4.32	3.44	4.06	Yellow	4.40	5.41	4.02
Number of "482 alleged accidents"	52	47	48		30		4	4	2
Complaints per 100,000 Boardings	2.56	2.40	3.28	2.30	3.10	Yellow	3.05	2.71	3.54
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	9.64	13.04	11.53	13.25	10.73	Green	9.49	23.37	6.74

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Measurement	FY10	FY11	FY12	FY13 Target	FY13 YTD	FYTD Status	Apr Month	May Month	Jun Month
Division 8									
MMBCMF	4,596	6,600	6,518	3,900	5,957	Green	7,696	5,135	5,577
No. of unaddressed road calls	0	0	2		2		0	0	0
MMBTRC	2,445	4,348	4,924	2,400	4,348	Green	5,930	3,865	4,125
In-Service On-time Performance	75.99%	79.00%	78.72%	80.00%	79.82%	Yellow	81.29%	79.59%	81.80%
Bus Traffic Accidents Per 100,000 Miles *	2.29	2.87	2.78	2.14	2.20	Yellow	2.21	2.31	2.44
Number of "482 alleged accidents"	17	7	9		8		0	0	2
Complaints per 100,000 Boardings	2.97	2.84	3.57	2.50	3.75	Red	3.61	3.52	3.45
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	11.20	17.35	21.17	13.25	14.47	Yellow	15.06	24.58	14.56

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Measurement	FY10	FY11	FY12	FY13 Target	FY13 YTD	FYTD Status	Apr Month	May Month	Jun Month
Division 9									
MMBMF	4,673	5,126	5,281	3,900	5,109	🟢 Green	4,883	4,573	4,611
No. of unaddressed road calls	66	11	11		2		0	0	0
MMBTRC	2,918	3,489	3,879	2,400	4,101	🟢 Green	3,816	3,560	4,092
In-Service On-time Performance	75.89%	76.33%	76.83%	80.00%	76.04%	🔶 Yellow	75.89%	74.74%	75.99%
Bus Traffic Accidents Per 100,000 Miles *	2.01	1.81	2.10	1.75	2.29	🔶 Yellow	2.44	2.57	1.87
Number of "482 alleged accidents"	3	20	10		16		0	1	0
Complaints per 100,000 Boardings	3.21	3.50	4.55	3.24	5.05	🟥 Red	4.16	3.92	4.40
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	10.03	15.30	15.10	13.25	17.20	🔶 Yellow	17.25	15.30	11.50

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Measurement	FY10	FY11	FY12	FY13 Target	FY13 YTD	FYTD Status	Apr Month	May Month	Jun Month
Division 10									
MMBMF	2,594	2,392	2,653	3,900	2,999	🔶 Yellow	3,482	3,342	3,098
No. of unaddressed road calls	11	58	11		0		0	0	0
MMBTRC	1,129	1,446	1,727	2,400	1,947	🔶 Yellow	2,416	2,170	1,967
In-Service On-time Performance	68.98%	71.93%	73.42%	80.00%	71.76%	🔶 Yellow	71.85%	68.22%	67.34%
Bus Traffic Accidents Per 100,000 Miles *	4.02	3.93	4.27	3.89	4.77	🔶 Yellow	6.26	4.49	5.93
Number of "482 accidents"	33	41	30		12		0	1	5
Complaints per 100,000 Boardings	2.08	2.12	2.74	1.93	2.56	🔶 Yellow	2.38	2.39	2.69
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	10.76	10.58	12.38	13.25	14.45	🔶 Yellow	23.76	9.25	24.65

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Measurement	FY10	FY11	FY12	FY13 Target	FY13 YTD	FYTD Status	Apr Month	May Month	Jun Month
Division 15									
MMBCMF	3,357	4,097	4,459	3,900	4,285	🟢 Green	4,407	4,230	3,866
No. of unaddressed road calls	6	0	0		0		0	0	0
MMBTRC	1,747	2,507	2,898	2,400	2,984	🟢 Green	3,103	3,228	2,942
In-Service On-time Performance	74.62%	76.84%	76.95%	80.00%	77.46%	🔶 Yellow	77.48%	76.33%	77.87%
Bus Traffic Accidents Per 100,000 Miles *	2.67	2.84	3.11	2.52	3.29	🔶 Yellow	3.26	2.80	3.69
Number of "482 alleged accidents"	15	19	19		16		2	2	1
Complaints per 100,000 Boardings	2.98	3.01	3.77	2.68	3.23	🔶 Yellow	2.83	3.22	2.98
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	14.11	11.73	15.53	13.25	11.78	🟢 Green	14.57	15.27	14.01

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Measurement	FY10	FY11	FY12	FY13 Target	FY13 YTD	FYTD Status	Apr Month	May Month	Jun Month
Division 18									
MMBCMF	2,917	3,506	4,183	3,900	3,712	🔶 Yellow	3,959	3,427	3,847
No. of unaddressed road calls	20	17	6		1		0	0	0
MMBTRC	1,292	1,839	2,203	2,400	2,024	🔶 Yellow	2,266	1,723	2,046
In-Service On-time Performance	66.12%	70.63%	75.32%	80.00%	74.21%	🔶 Yellow	75.01%	73.44%	73.18%
Bus Traffic Accidents Per 100,000 Miles *	2.67	3.32	4.25	3.84	4.03	🔶 Yellow	3.89	4.02	4.21
Number of "482 alleged accidents"	19	16	31		31		2	4	4
Complaints per 100,000 Boardings	4.19	3.42	4.19	2.89	3.12	🔶 Yellow	3.09	3.83	3.28
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	11.06	13.65	16.51	13.25	18.96	🔶 Yellow	15.61	16.22	23.14

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🟢 Green - High probability of achieving the target (on track). Meets Target at 100% or better.

🔶 Yellow - Uncertain if the target will be achieved -- slight problems, delays or management issues. Falls below Target 70 - 99%.

🟥 Red - High probability that the target will not be achieved -- significant problems and/or delays. Falls below Target >70%.

Bus Operations 13-Month Overview

Measurement	FY12 Target	June 12	FY13 Target	July 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13
Bus Systemwide															
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) No. of unaddressed road calls	3,650	3,992	3,900	3,605	3,419	3,495	3,690	4,088	3,928	3,867	4,116	3,862	4,242	3,835	4,023
Mean Miles Between Total Road Calls (MMBTRC) **	1,556	2,603	2,400	2,418	2,223	2,291	2,348	2,472	2,455	2,409	2,534	2,552	2,689	2,447	2,580
In-Service On-time Performance ***	85%	77%	80%	79.9%	77%	74%	74%	75%	76%	78%	75%	76%	76%	75%	75%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	3.10	3.88	3.10	3.60	3.60	3.31	4.12	3.32	3.68	3.38	3.74	3.55	3.84	3.93	3.80
Complaints per 100,000 Boardings	2.20	3.34	2.20	3.34	3.60	3.40	3.56	3.13	2.68	2.93	3.02	3.03	2.99	2.79	2.90
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	12.50	13.20	13.25	16.26	19.08	17.22	12.95	14.54	11.54	14.55	13.82	15.38	16.41	15.89	17.33

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Measurement	FY12 Target	June 12	FY13 Target	July 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13
Division 1															
MMBMF No. of unaddressed road calls	3,650	3,368	3,900	2,916	2,880	3,036	3,579	4,797	3,762	3,628	4,112	3,187	4,161	3,403	4,087
MMBTRC	1,556	1,940	2,400	1,862	1,630	1,626	1,785	2,111	2,108	1,905	2,161	1,862	2,129	1,936	2,112
In-Service On-time Performance	85%	80%	80%	83%	81%	79%	79%	79%	79%	81%	79%	78%	79%	78%	77%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	3.31	5.23	3.24	4.81	4.34	2.60	3.29	2.53	4.62	3.70	3.88	3.59	3.12	4.24	3.97
Complaints per 100,000 Boardings	1.60	2.94	1.44	2.40	2.36	2.58	2.26	2.86	2.18	2.15	2.21	2.21	2.19	2.23	2.54
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	12.50	17.69	13.25	15.83	15.47	24.75	15.07	5.32	16.04	12.68	13.99	15.90	14.52	23.36	24.94

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Measurement	FY12 Target	June 12	FY13 Target	July 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13
Division 2															
MMBMF No. of unaddressed road calls	3,650	3,208	3,900	3,128	2,614	2,443	2,910	2,596	2,799	3,315	3,253	3,379	3,209	3,267	3,491
MMBTRC	1,556	2,025	2,400	2,134	1,716	1,609	1,839	1,689	1,794	2,024	1,848	2,106	1,963	1,909	2,307
In-Service On-time Performance	85%	74%	80%	78.2%	74%	72%	72%	73%	75%	76%	72%	74%	75%	73%	75%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	3.45	3.42	3.76	4.23	5.31	3.72	4.91	4.02	3.15	3.33	3.89	3.65	5.97	5.04	3.96
Complaints per 100,000 Boardings	1.77	2.16	1.61	1.86	2.25	2.40	2.53	2.36	1.612	1.64	1.74	2.38	2.03	1.65	1.58
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	12.50	13.82	13.25	11.43	16.73	14.99	11.04	17.22	17.13	13.99	28.04	29.06	27.88	8.41	32.29

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Measurement	FY12 Target	June 12	FY13 Target	July 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13
Division 3															
MMBMF No. of unaddressed road calls	3,650	3,796	3,900	3,374	2,931	3,184	3,024	3,120	3,387	3,849	4,055	3,334	3,614	3,678	4,641
MMBTRC	1,556	2,618	2,400	2,456	2,246	2,637	2,171	2,274	2,412	2,621	2,945	2,619	2,727	2,788	3,761
In-Service On-time Performance	85%	77%	80%	80%	77%	74%	75%	76%	76%	78%	76%	75%	75%	75%	76%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	3.05	3.12	2.81	4.47	3.37	3.34	4.02	3.36	4.31	3.95	2.86	4.92	4.17	4.59	4.17
Complaints per 100,000 Boardings	2.17	3.40	2.16	3.26	3.56	3.62	3.09	3.29	2.09	3.47	3.50	3.02	3.86	2.54	3.01
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	12.50	7.74	13.25	19.55	16.13	14.55	5.37	5.68	5.60	13.50	17.80	11.06	12.34	8.14	8.70

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Measurement	FY12 Target	June 12	FY13 Target	July 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13
Division 5															
MMBMF No. of unaddressed road calls	3,650	3,519	3,900	3,111	2,887	2,950	3,238	3,473	3,303	3,067	3,503	3,804	4,104	4,123	4,358
MMBTRC	1,556	2,122	2,400	1,963	1,842	2,135	2,170	2,398	2,179	1,945	2,406	2,379	2,399	2,647	2,417
In-Service On-time Performance	85%	78%	80%	81%	77%	74%	75%	76%	75%	76%	74%	75%	76%	76%	75%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	4.37	5.50	4.20	3.29	4.66	4.19	5.01	5.16	4.49	5.02	5.83	4.65	3.07	4.74	4.34
Complaints per 100,000 Boardings	1.57	2.20	1.41	2.06	2.22	2.43	2.78	2.94	2.55	1.87	2.45	2.49	3.03	1.93	1.71
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	12.50	13.92	13.25	35.97	29.14	14.42	18.38	27.47	22.18	18.33	11.60	24.83	11.92	16.23	17.31

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● Green - Meets Target at 100% or better.

◇ Yellow - Falls below Target 70 - 99%.

▬ Red - Falls below Target >70%.

Measurement	FY12 Target	June 12	FY13 Target	July 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13
Division 6															
MMBMF No. of unaddressed road calls	3,650	11,915	3,900	12,037	15,751	66,917	25,989	8,704	9,481	13,742	12,509	11,642	8,806	5,376	10,040
MMBTRC	1,556	5,416	2,400	5,159	4,633	16,729	5,997	2,579	4,740	3,206	3,368	4,234	3,340	2,419	2,915
In-Service On-time Performance	85%	76%	80%	76%	79%	75%	69%	68%	77%	78%	78%	77%	77%	73%	74%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	4.87	6.71	4.20	8.31	3.81	4.48	15.39	7.18	3.96	4.16	7.99	8.59	7.23	6.20	6.64
Complaints per 100,000 Boardings	2.80	3.55	1.57	1.98	1.71	1.02	2.08	1.44	2.89	3.91	4.14	3.22	2.03	1.01	2.17
New Workers' Compensation Indemnity Claims per 200,000 Hours *	12.50	0.00	13.25	24.18	45.73	26.88	0.00	20.66	0.00	0.00	0.00	0.00	37.62	0.00	0.00

* Data reflects updated data for each month.   *W.C. now reflects current month's data. No data lag.*

Measurement	FY12 Target	June 12	FY13 Target	July 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13
Division 7															
MMBMF No. of unaddressed road calls	3,650	3,581	3,900	3,245	3,336	2,969	3,476	3,268	3,414	3,305	3,622	3,449	4,129	3,460	3,294
MMBTRC	1,556	2,074	2,400	2,093	1,911	1,882	1,925	1,929	1,968	1,818	1,915	2,120	2,219	2,128	1,920
In-Service On-time Performance	85%	73%	80%	75%	72%	71%	72%	73%	74%	75%	71%	71%	72%	71%	70%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	3.74	6.19	3.44	4.14	3.61	4.60	3.07	3.42	3.81	5.53	5.53	3.61	4.40	5.41	4.02
Complaints per 100,000 Boardings	2.07	2.94	2.30	3.37	3.74	3.25	2.71	3.02	2.37	2.54	3.69	2.90	3.05	2.71	3.54
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	12.50	6.53	13.25	11.03	12.91	18.58	6.41	0.00	4.43	14.82	9.41	10.92	9.49	23.37	6.74

* Data reflects updated data for each month.   *W.C. now reflects current month's data. No data lag.*

Measurement	FY12 Target	June 12	FY13 Target	July 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13
Division 8															
MMBCMF No. of unaddressed road calls	3,650	6181	3,900	5,828	5,657	5,082	4,920	6,574	6,809	8,858	6,485	5,157	7,696	5,135	5,577
MMBTRC	1,556	5,198	2,400	4,609	3,715	3,596	4,193	4,619	4,203	5,719	4,828	3,989	5,930	3,865	4,125
In-Service On-time Performance	85%	80%	80%	83%	80%	75%	76%	78%	80%	81%	80%	81%	81%	80%	82%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	2.81	3.21	2.14	2.41	2.28	2.66	2.44	1.90	2.64	1.38	1.66	2.08	2.21	2.45	2.44
Complaints per 100,000 Boardings	2.43	4.41	2.50	3.65	4.10	4.71	4.55	3.25	3.03	3.76	3.57	3.62	3.61	3.52	3.45
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	12.50	29.05	13.25	8.62	16.41	20.75	10.86	20.08	0.00	18.99	6.03	16.68	15.06	24.58	14.56

* Data reflects updated data for each month.   *W.C. now reflects current month's data. No data lag.*

Measurement	FY12 Target	June 12	FY13 Target	July 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13
Division 9															
MMBMF No. of unaddressed road calls	3,650	5,401	3,900	5,920	5,066	6,475	5,106	5,155	5,423	4,559	5,453	4,824	4,883	4,573	4,611
MMBTRC	1,556	5,244	2,400	4,724	4,135	5,473	3,931	3,933	4,043	3,924	4,341	3,887	3,816	3,560	4,092
In-Service On-time Performance	85%	77%	80%	81%	78%	73%	74%	75%	76%	78%	75%	76%	76%	75%	76%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	1.76	1.88	1.75	2.59	2.69	2.39	2.73	2.19	1.88	1.04	3.09	1.98	2.44	2.47	1.87
Complaints per 100,000 Boardings	3.06	4.75	3.24	6.66	6.70	5.16	6.18	5.22	5.12	4.99	3.92	4.19	4.16	3.92	4.40
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	12.50	11.00	13.25	24.97	37.23	21.36	12.88	15.80	6.76	13.06	16.84	13.44	17.25	15.30	11.50

* Data reflects updated data for each month.   *W.C. now reflects current month's data. No data lag.*

Measurement	FY12 Target	June 12	FY13 Target	July 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13
Division 10															
MMBMF No. of unaddressed road calls	3,650	2,766	3,900	2,818	2,397	2,718	2,918	3,381	2,937	2,884	2,968	3,525	3,482	3,342	3,098
MMBTRC	1,556	1,952	2,400	1,783	1,748	1,787	1,929	1,871	2,006	1,798	1,857	2,285	2,416	2,170	1,967
In-Service On-time Performance	85%	71%	80%	75%	72%	70%	70%	72%	75%	75%	73%	72%	72%	68%	67%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 accidents"	3.73	3.16	3.89	3.68	4.45	4.45	5.33	4.31	4.29	3.47	6.11	4.23	6.26	4.34	5.93
Complaints per 100,000 Boardings	1.79	2.89	1.93	2.73	3.34	2.26	3.15	2.29	2.42	2.29	2.19	2.39	2.38	2.39	2.69
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	12.50	10.94	13.25	9.70	16.69	20.18	11.77	21.83	14.43	4.65	5.26	12.28	23.76	9.25	24.65

* Data reflects updated data for each month.   *W.C. now reflects current month's data. No data lag.*

- ● Green - Meets Target at 100% or better.
- ◆ Yellow - Falls below Target 70 - 99%.
- ▬ Red - Falls below Target >70%.

Measurement	FY12 Target	June 12	FY13 Target	July 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13
Division 15															
MMBCMF No. of unaddressed road calls	3,650	4,576	3,900	3,403	3,718	3,753	4,163	5,271	5,632	4,436	5,057	4,701	4,407	4,230	3,866
MMBTRC	1,556	3,112	2,400	2,429	2,576	2,649	2,848	3,319	3,416	3,149	3,447	3,206	3,103	3,228	2,942
In-Service On-time Performance	85%	78%	80%	82%	78%	75%	75%	77%	78%	80%	77%	77%	77%	76%	78%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	2.75	3.54	2.52	3.09	3.86	2.84	4.80	3.10	2.28	3.15	2.60	3.70	3.38	2.91	3.69
Complaints per 100,000 Boardings	2.56	3.65	2.68	3.28	3.78	4.05	3.63	2.64	2.60	3.30	2.92	3.39	2.83	3.22	2.98
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	12.50	10.60	13.25	9.11	13.26	14.19	13.00	11.28	6.80	8.75	9.69	11.46	14.57	15.27	14.01

* Data reflects updated data for each month.

W.C. now reflects current month's data. No data lag.

Measurement	FY12 Target	June 12	FY13 Target	July 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13
Division 18															
MMBCMF No. of unaddressed road calls	3,650	4,628	3,900	3,677	3,812	3,657	3,677	4,780	3,612	3,455	3,621	3,403	3,959	3,427	3,847
MMBTRC	1,556	2,452	2,400	2,217	2,051	1,887	2,002	2,329	1,949	1,963	1,934	2,076	2,266	1,723	2,046
In-Service On-time Performance	85%	75%	80%	79%	76%	71%	71%	73%	74%	76%	74%	74%	75%	73%	73%
Bus Traffic Accidents Per 100,000 Miles * Number of "482 alleged accidents"	2.84	4.19	3.84	3.49	2.59	2.92	4.89	3.77	5.97	4.33	5.02	3.53	4.01	4.02	4.21
Complaints per 100,000 Boardings	2.98	4.40	2.89	4.06	4.40	4.02	4.76	3.59	2.99	3.46	3.80	3.64	3.09	3.83	3.28
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	12.50	15.42	13.25	16.80	14.20	8.76	24.08	21.03	22.77	27.44	22.04	14.41	15.61	16.22	23.14

* Data reflects updated data for each month.

W.C. now reflects current month's data. No data lag.

● Green - Meets Target at 100% or better.

◆ Yellow - Falls below Target 70 - 99%.

▬ Red - Falls below Target >70%.

BUS SERVICE PERFORMANCE

IN-SERVICE ON-TIME PERFORMANCE

Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Includes Rapid buses). Please note that Rapid Line performance is included in the ISOTP calculation beginning January 2010.

Calculation: ISOTP% =1-((Number of buses departing early + Number of buses departing more than five minutes late)/(Total buses sampled))

Systewide Trend
Bus Operating Divisions
ISOTP - 1 Minute Tolerance for Running Hot
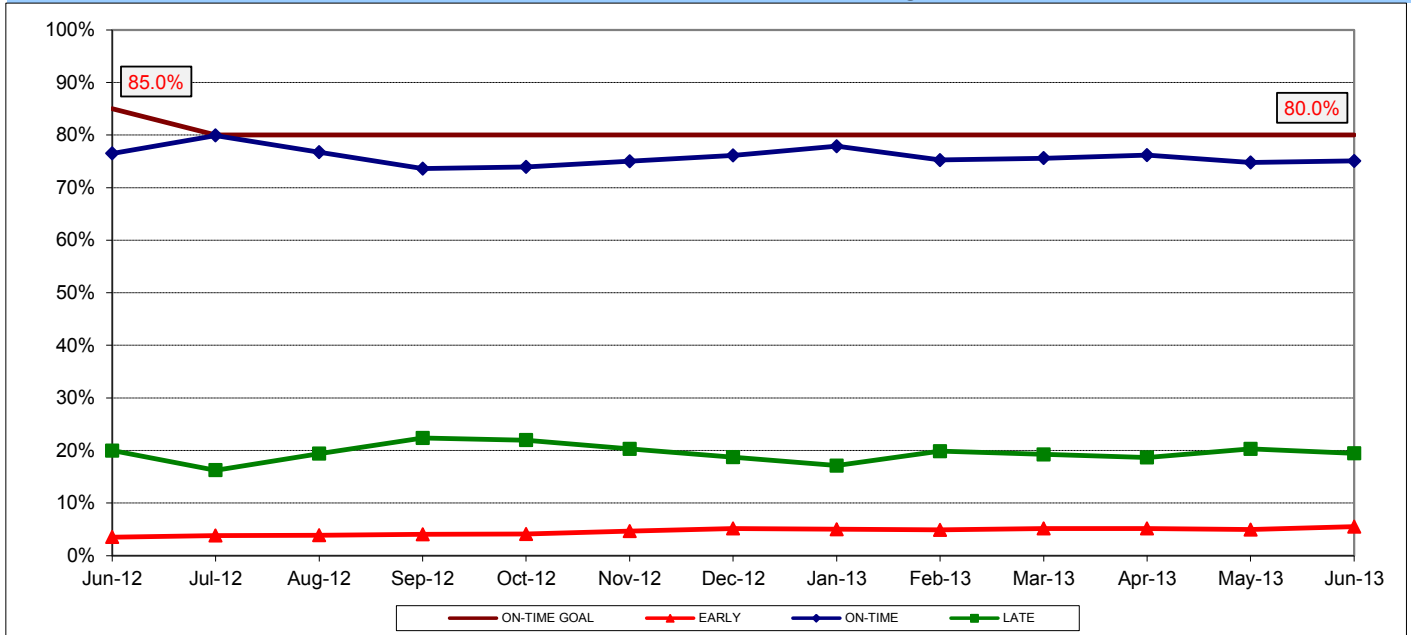
Remaining Above the Goal line is the target.

Div 1

Div 2
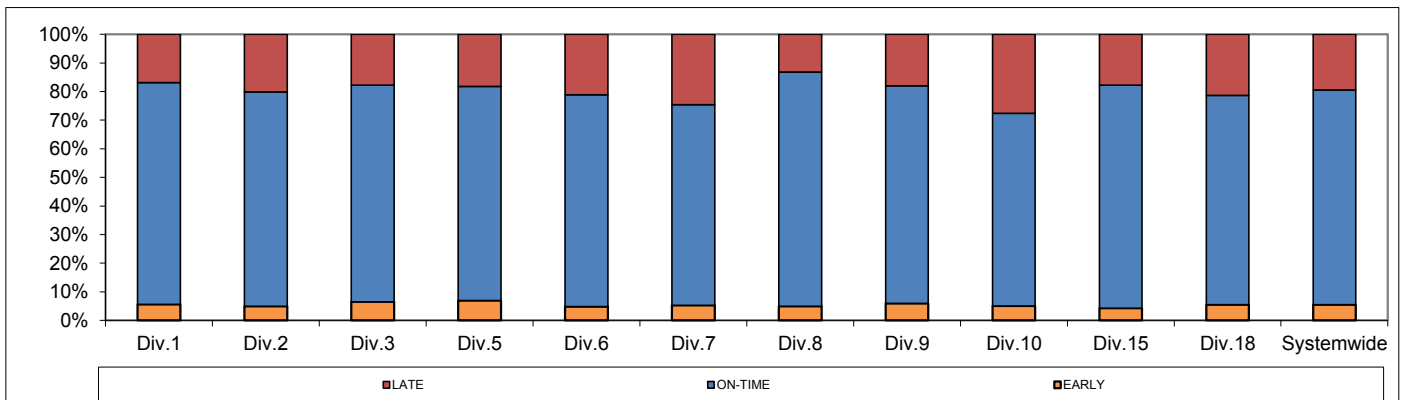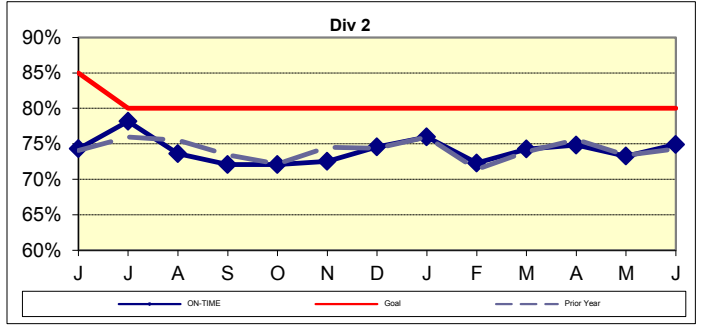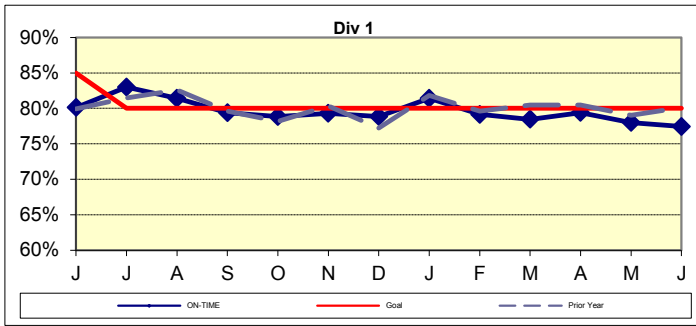
Remaining Above the Goal line is the target.

Bus Service Performance - Continued

Div 3

Div 5

Div 6

Div 7

Div 8

Div 9

Div 10

Div 15

Div 18
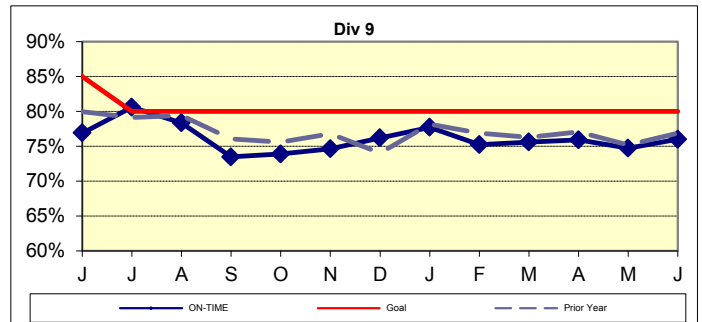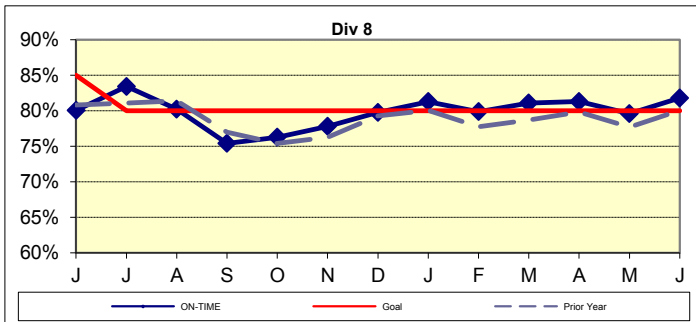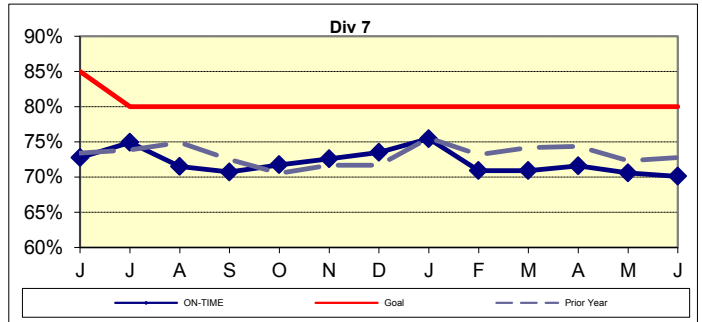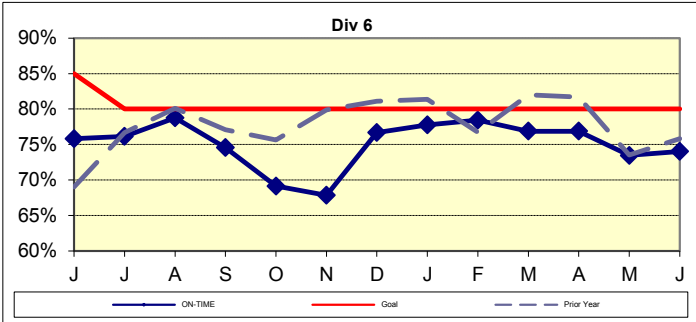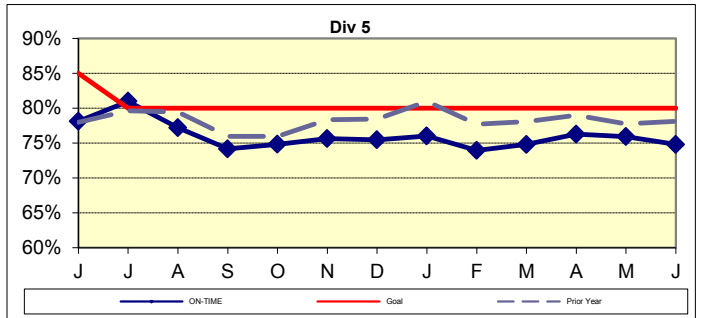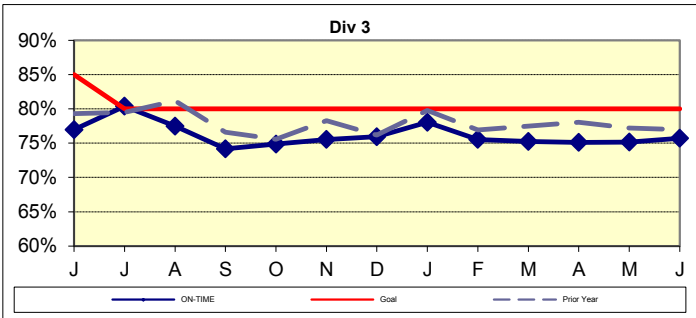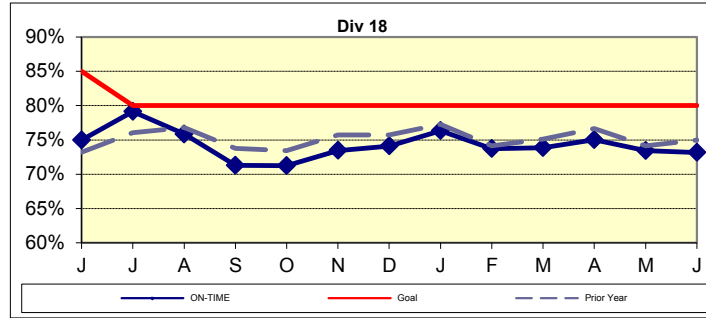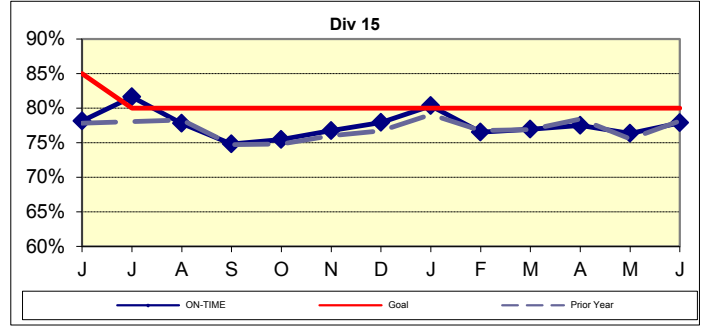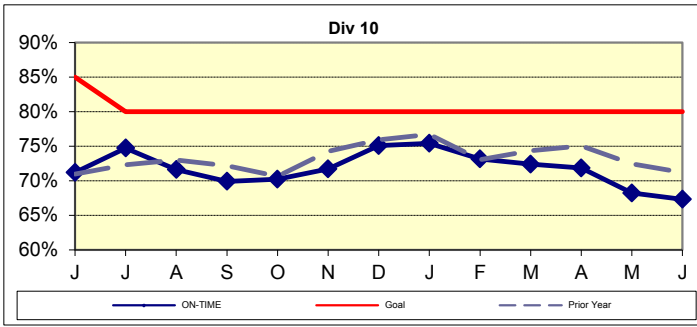
ISOTP By Divisions

Year-to-Date Compared To Last Year

	FY12	FY13-YTD	Variance
Division 1			
Early	3.22%	4.59%	1.37%
On-Time	80.10%	79.56%	-0.54%
Late	16.68%	15.85%	-0.83%
Division 2			
Early	4.55%	5.24%	0.69%
On-Time	74.22%	74.02%	-0.20%
Late	21.22%	20.74%	-0.49%
Division 3			
Early	3.66%	5.18%	1.52%
On-Time	77.83%	76.10%	-1.73%
Late	18.51%	18.72%	0.21%
Division 5			
Early	3.67%	5.78%	2.11%
On-Time	78.30%	75.89%	-2.41%
Late	18.03%	18.33%	0.30%
Division 6			
Early	3.45%	4.43%	0.99%
On-Time	78.44%	75.26%	-3.18%
Late	18.11%	20.31%	2.19%
Division 7			
Early	4.41%	4.95%	0.54%
On-Time	73.15%	71.96%	-1.19%
Late	22.44%	23.09%	0.65%

	FY12	FY13-YTD	Variance
Division 8			
Early	2.84%	3.95%	1.12%
On-Time	78.72%	79.82%	1.10%
Late	18.44%	16.23%	-2.22%
Division 9			
Early	3.07%	4.35%	1.27%
On-Time	76.83%	76.04%	-0.79%
Late	20.10%	19.61%	-0.49%
Division 10			
Early	3.75%	4.54%	0.79%
On-Time	73.42%	71.76%	-1.66%
Late	22.83%	23.70%	0.87%
Division 15			
Early	3.65%	3.68%	0.03%
On-Time	76.95%	77.46%	0.50%
Late	19.39%	18.86%	-0.53%
Division 18			
Early	3.29%	4.82%	1.53%
On-Time	75.32%	74.21%	-1.11%
Late	21.39%	20.97%	-0.42%
SYSTEMWIDE			
Early	3.58%	4.69%	1.11%
On-Time	76.54%	75.82%	-0.72%
Late	19.87%	19.49%	-0.39%

ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED*

Definition: This performance indicator measures the percentage of scheduled Revenue Hours delivered after being offset by cancellations, outlates and in-service equipment failures.   FY06: This performance indicator measures the percentage of scheduled Revenue Hours delivered after adding in temporary RH service added, Hollywood Bowl and Race Track RH, in addition RH due to overtime offset by cancellations and in-service delays.

Calculation: SRHD% = 1- ((In-Service Delay Revenue Hours plus Cancelled Revenue Hours) divided by (Total Scheduled Service Hours + Temporary Revenue Hours + Hollywood Bowl and Race Track Revenue Hours + In Addition Revenue Hours))
FY06: Actual Revenue Hours Delivered divided by Scheduled Revenue Hours.

Systemwide Trend
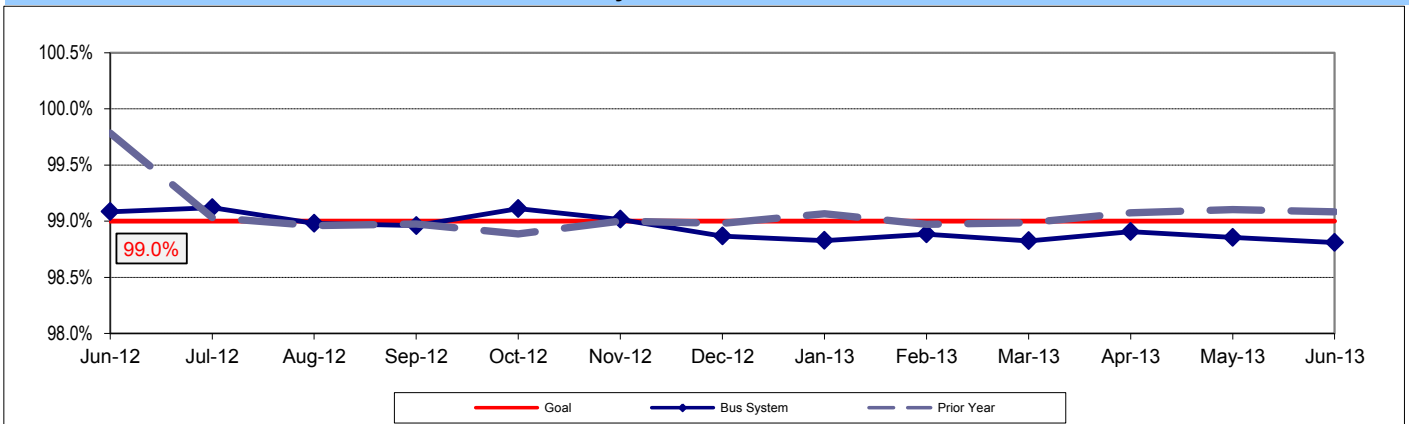
Remaining At the Goal line is the target.

ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED by Divisions
April 2013 - June 2013
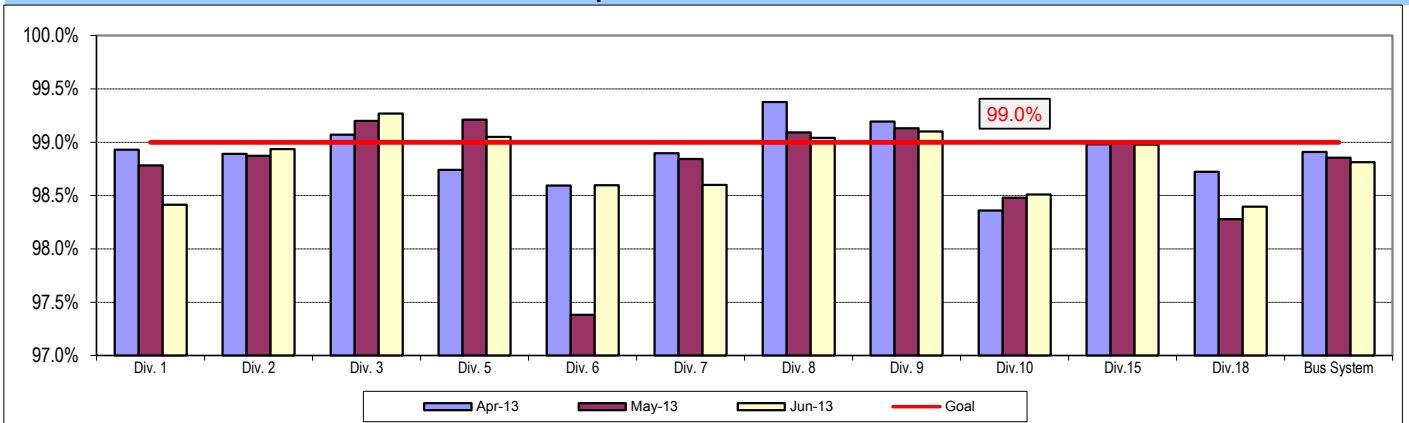
BUS MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN MECHANICAL FAILURES (MMBMF)

Definition: Average Hub Miles traveled between mechanical problems that result in a bus exchange.

Calculation: MMBMF = (Total Hub Miles / by Mechanical Related Roadcalls Requiring a Bus Exchange)

Hub Miles were restated by Fleet Mgmt from June '12 through January '13. Indicators using Hub Mile data were revised.

Systemwide Trend
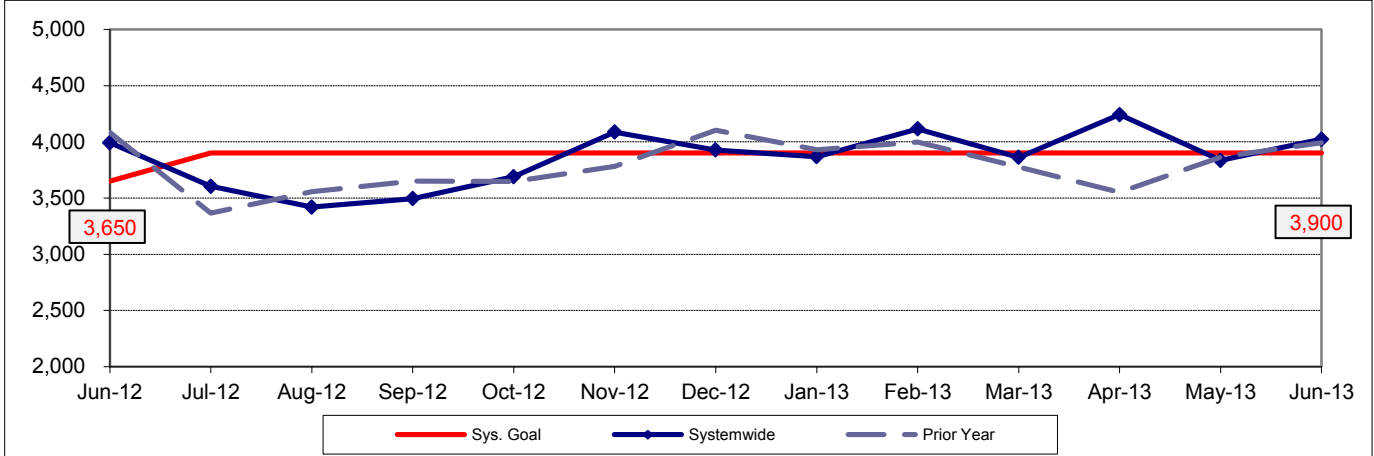
Remaining Above the Goal line is the target.

Hub Miles were restated by Fleet Mgmt from June '12 through January '13. Indicators using Hub Mile data were revised.

MMBMF -- Bus Operating Divisions
April 2013 - June 2013
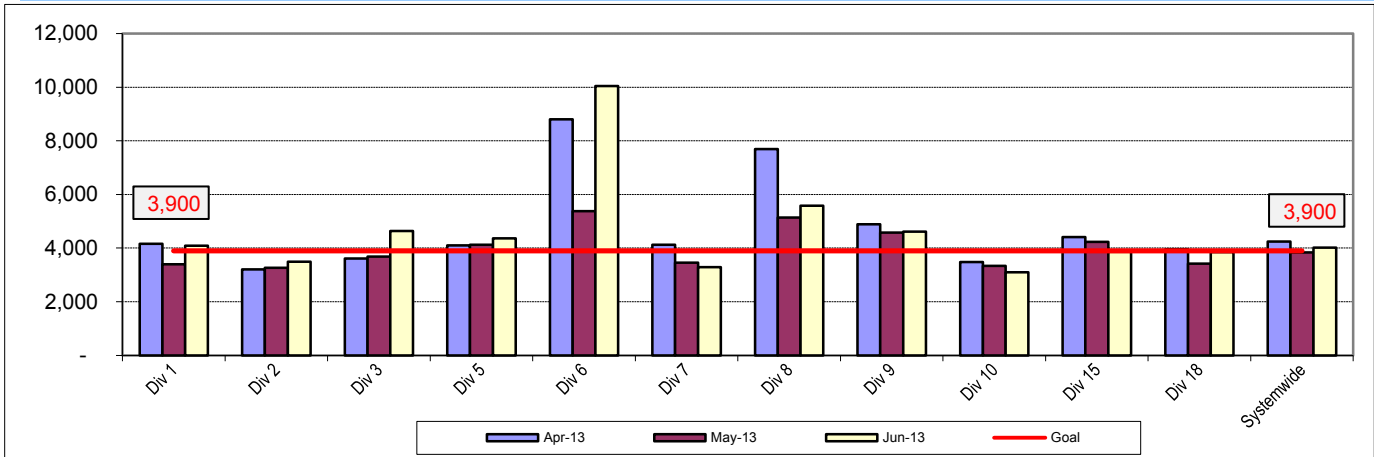
Unaddressed Road Calls -- Bus Operating Divisions
April 2013 - June 2013

Definition: Road calls cannot be counted, per FTA definition, if no one has jobbed on to assign a job code. (Source: M3)

Calculation: Unaddressed Road Calls = Total number of road calls that have not been assigned.
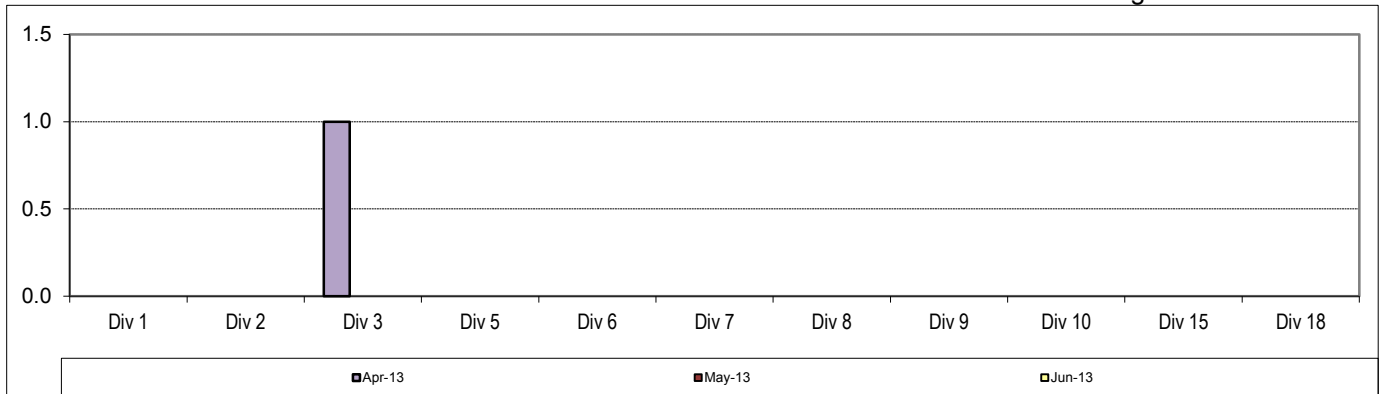
Remaining Above the Goal line is the target.

Div 1

Div 2

Div 3

Div 5

Div 6

Div 7

Div 8

Div 9

Div 10

Legend: Div 10 — Sys. Goal — Prior Year

Div 15

Legend: Div 15 — Sys. Goal — Prior Year

Div 18

Legend: Div 18 — Sys. Goal — Prior Year
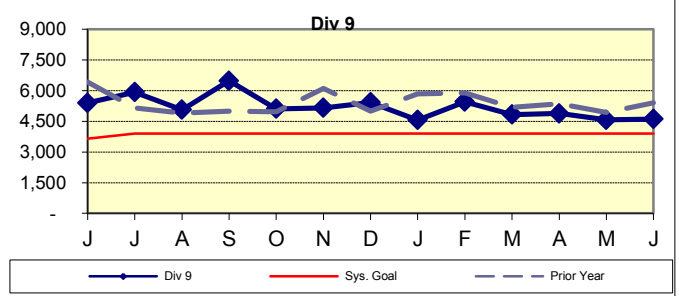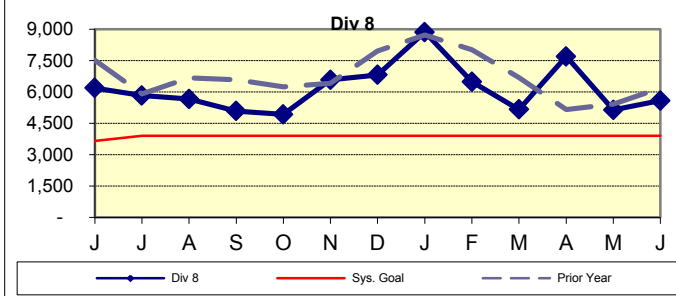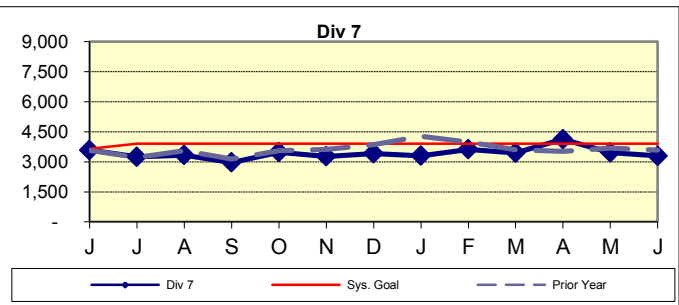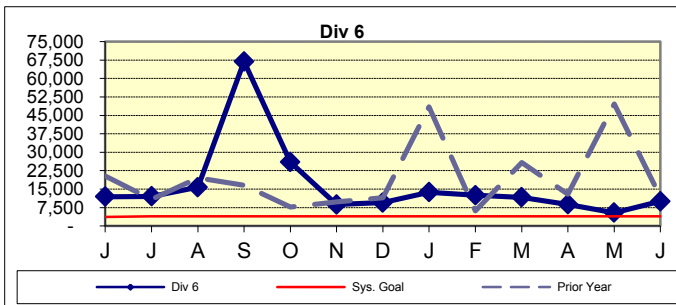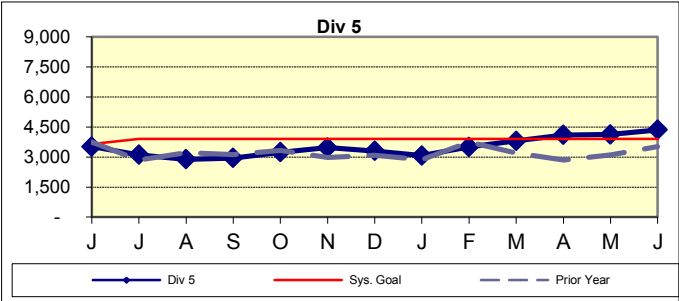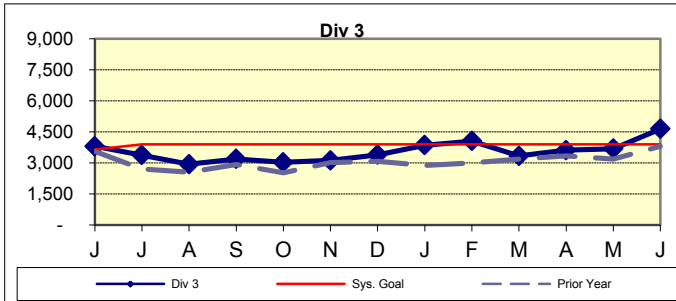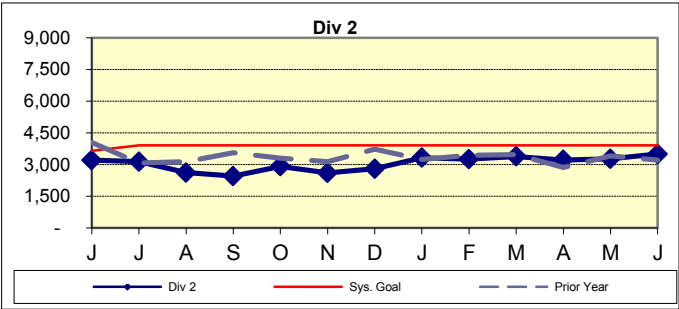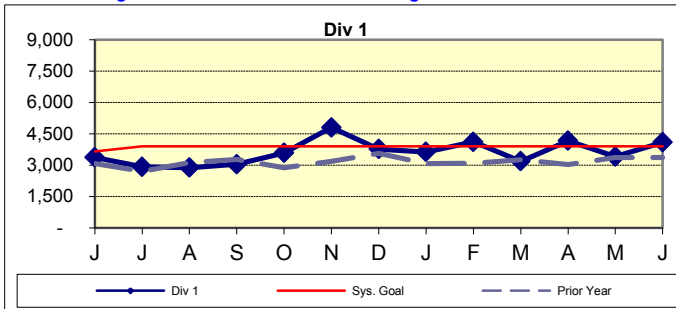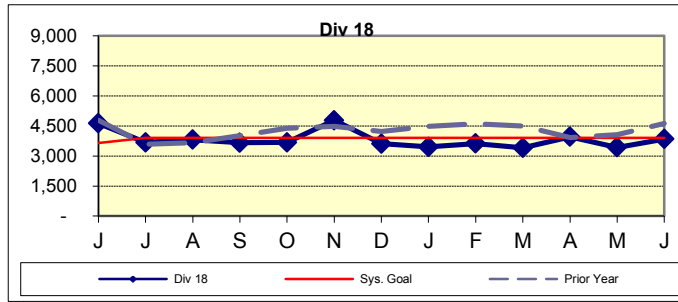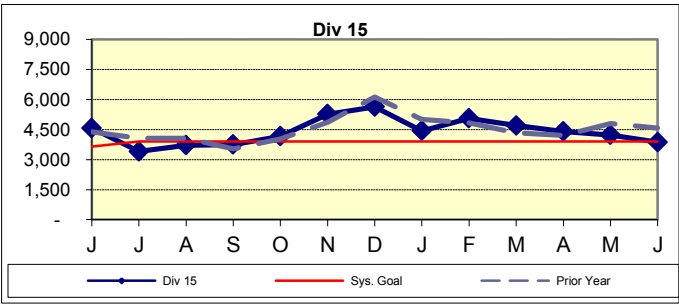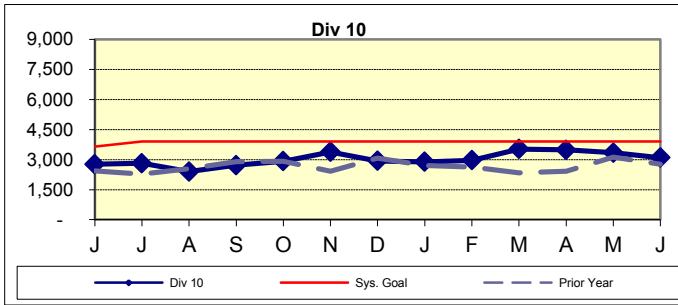
MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)

Definition: Average Hub Miles traveled between road call problems.

Calculation: MMBTRC = (Total Hub Miles / by Total Road Calls)

Hub Miles were restated by Fleet Mgmt from June '12 through January '13. Indicators using Hub Mile data were revised.

MMBTRC Systemwide Trend
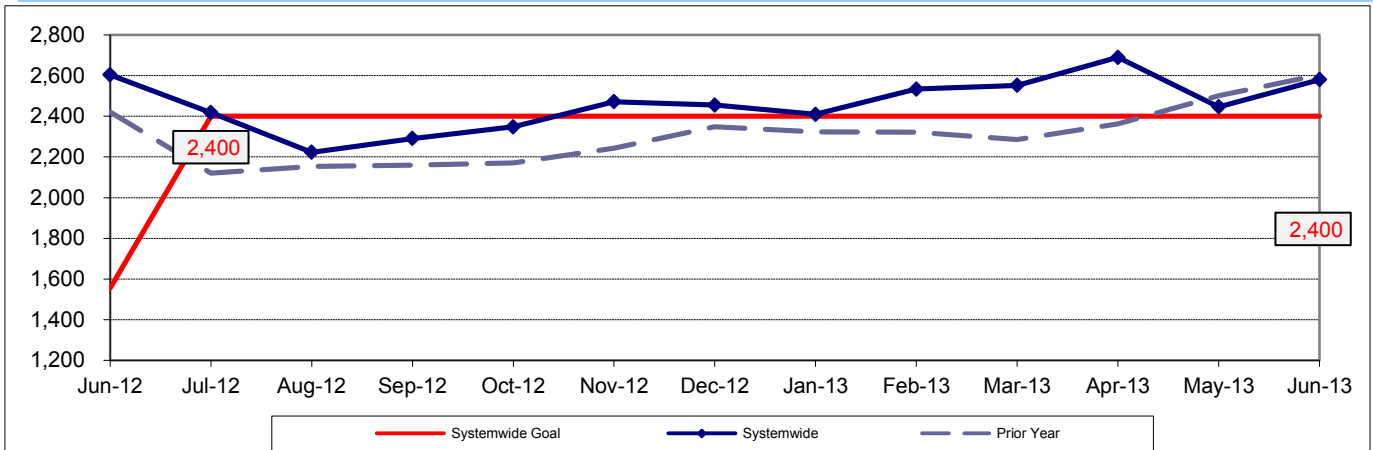
Remaining Above the Goal line is the target.

Hub Miles were restated by Fleet Mgmt from June '12 through January '13. Indicators using Hub Mile data were revised.

MMBTRC -- Bus Operating Divisions
April 2013 - June 2013
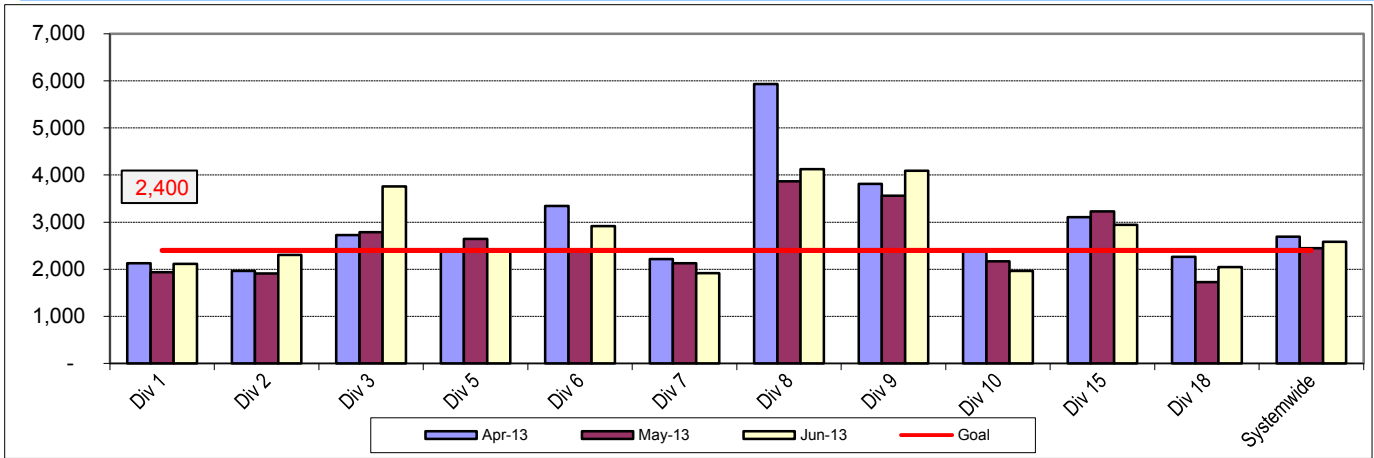
Fleet Mix by Fuel Type Systemwide (Including Contract Services)

	Number of Buses	Percent of Buses
CNG	2,116	89.09%
Diesel	71	2.99%
Gasoline	59	2.48%
Propane	129	5.43%
Hybrid	0	0.00%
Total	2,375	100.00%

Average Age of Fleet by Divisions

Div 1	Div 2	Div 3	Div 5	Div 6	Div 7
10.8	11.8	7.0	10.2	4.2	9.9

Div 8	Div 9	Div 10	Div 15	Div 18
6.2	10.4	9.2	6.7	6.6

PAST DUE CRITICAL PREVENTIVE MAINTENANCE PROGRAM JOBS (PMP's)

Definition: Average past due critical scheduled preventive maintenance jobs per bus. This indicator measures maintenance management's ability to prioritize and perform critical repairs and indicates the general maintenance condition of the fleet.

Calculation: Past Due Critical PMP's = (Total Past Due Critical PMP's / by Buses)

Systemwide Trend
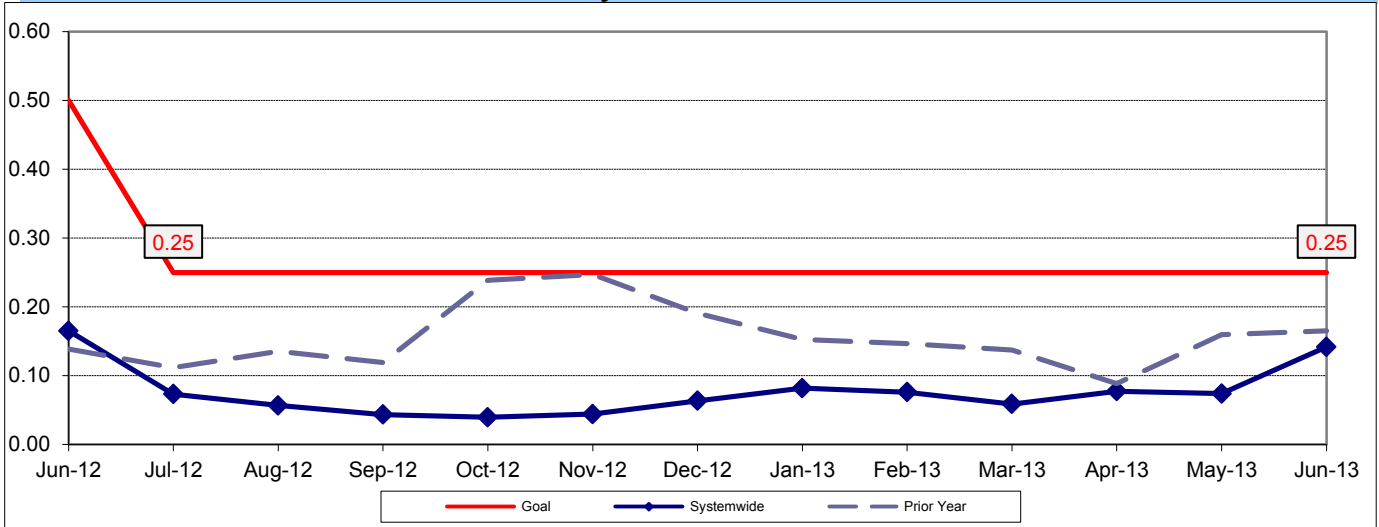
Remaining Below the Goal line is the target.

Note: Since July 2004, six divisions (Divisions 1, 2, 3, 8, 9 and 15) have been involved in a pilot project to test extending maintenance critical PMP mileage periodicities. These "extended" mileages have not been officially implemented at this time; therefore, these divisions will appear not to have completed their critical PMP's in current monthly and weekly reports until the program is officially modified systemwide accordingly.

Past Due Critical PMPs - by Divisions
April 2013 - June 2013
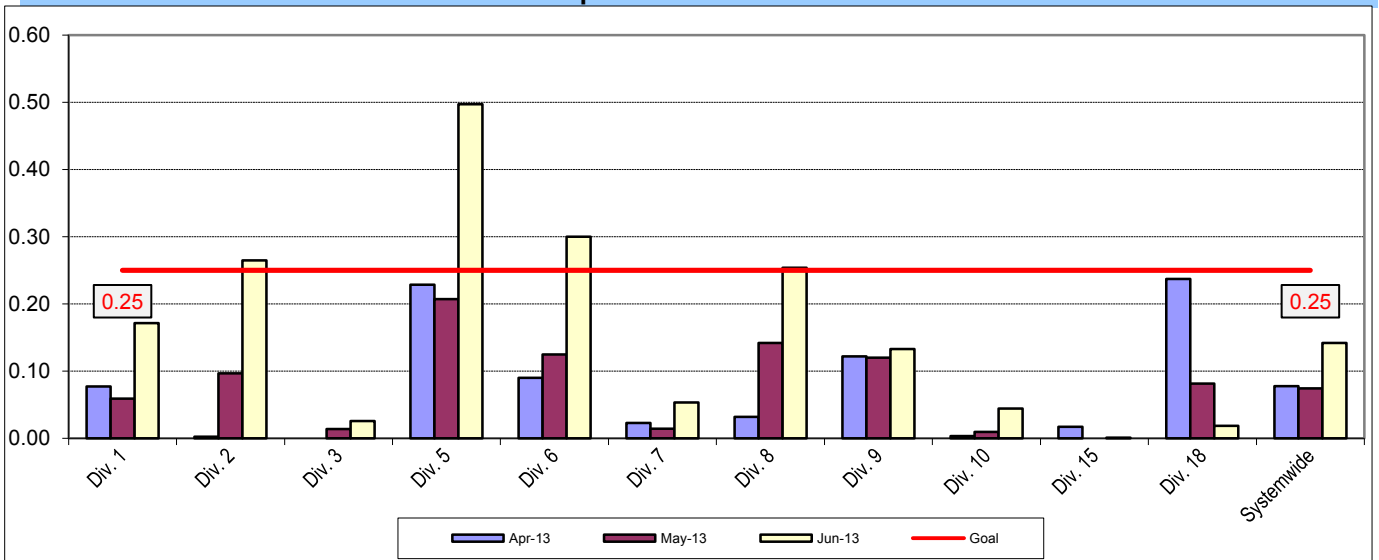
ATTENDANCE

MAINTENANCE ATTENDANCE

Definition: Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the month.

Calculation: 1-(FTEs absent / by the total FTEs assigned)

Systemwide Trend
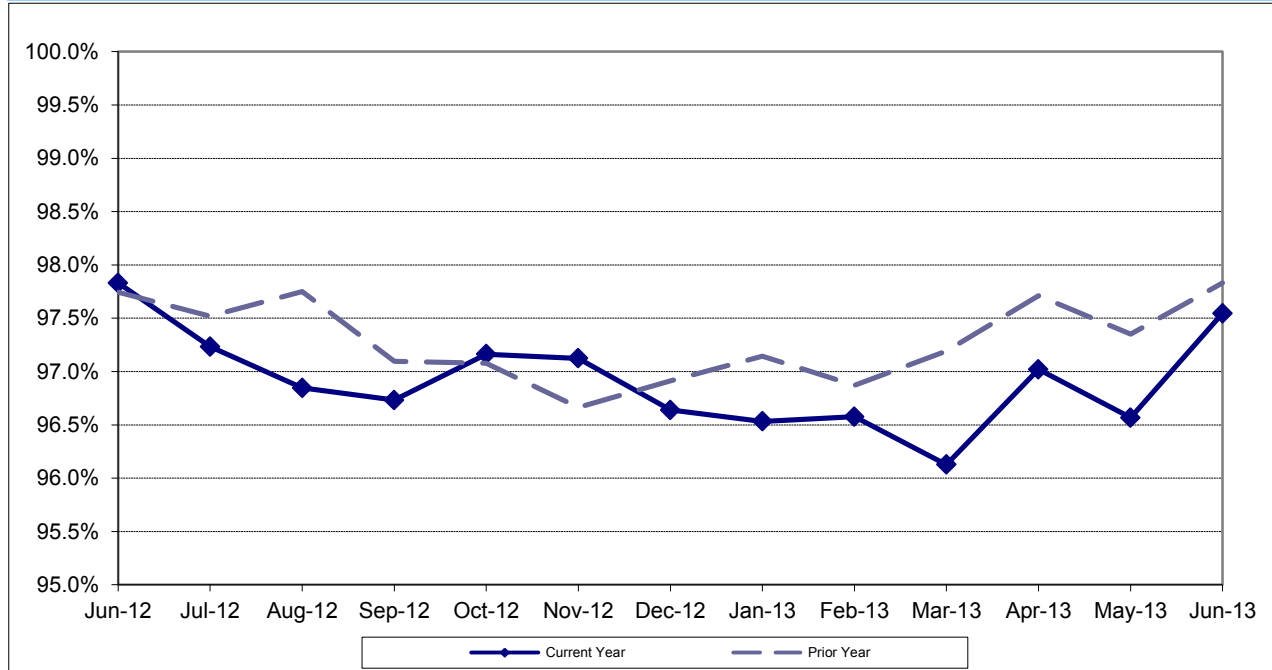
Higher is better.

Maintenance Attendance - By Divisions (By Current Month)
April 2013 - June 2013
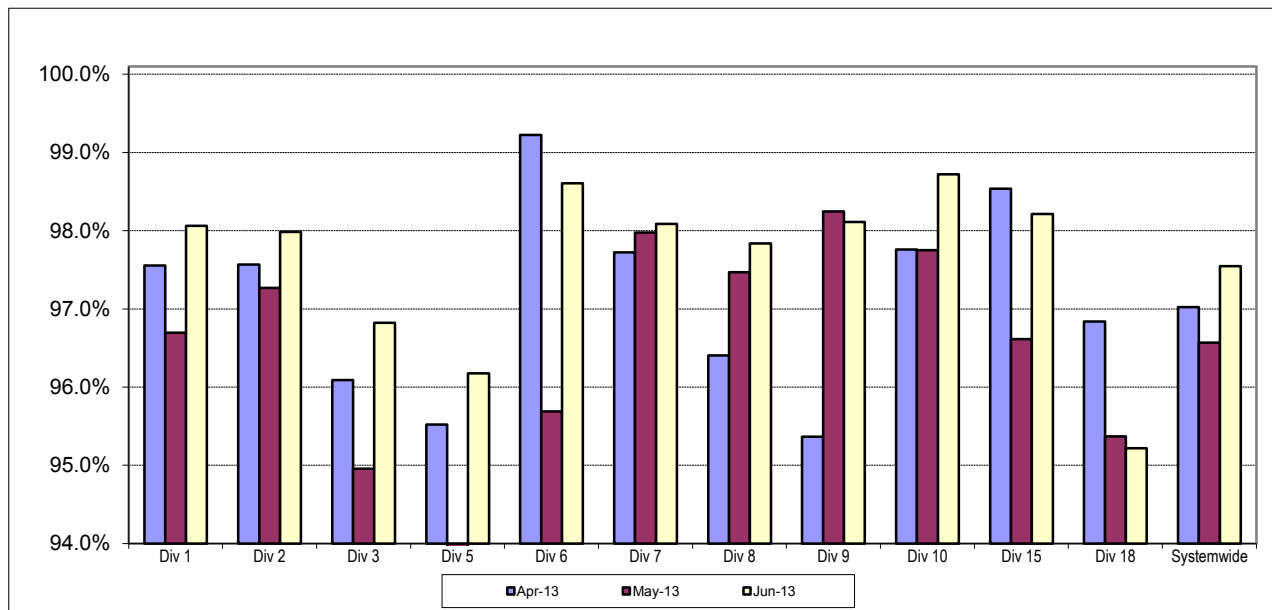
BUS CLEANLINESS

Definition: A team of two Quality Assurance Supervisors inspects and rates ten percent of the fleet at each division per time period. Beginning January 2004, they rate the divisions each month. Each of sixteen categories is examined and assigned a point value as follows: 1-3 = Unsatisfactory; 4-7 = Conditional; 8-10 = Satisfactory. The individual item scores are averaged, unweighted, to produce an overall cleanliness rating.

Calculation: Overall Cleanliness Rating = (Total Points Accumulated divided by number of categories)

Bus Cleanliness - Systemwide
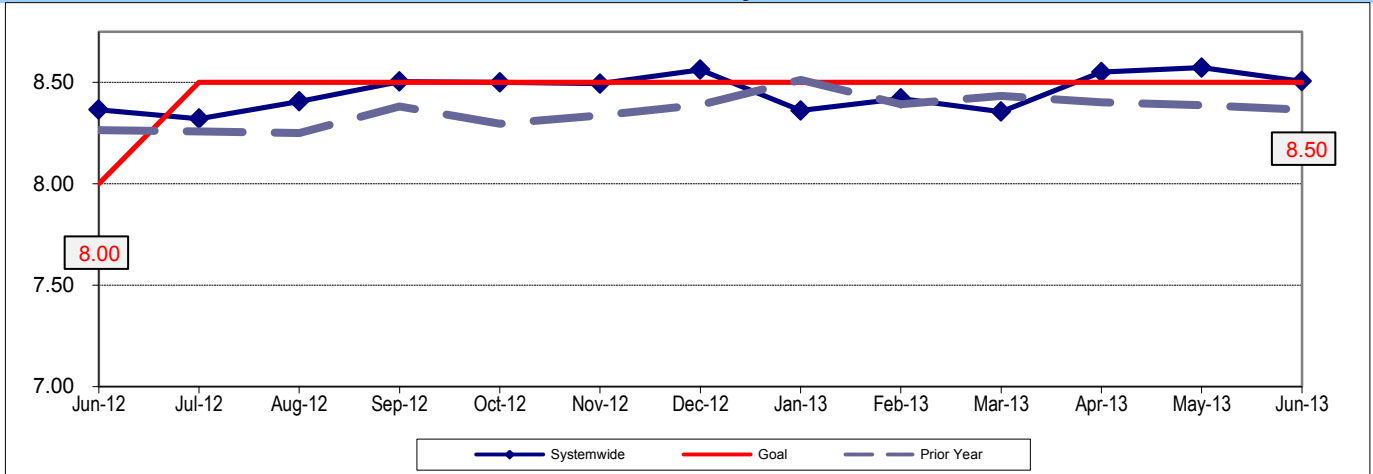
Remaining Above the Goal line is the target.

Cleanliness by Bus Operating Divisions
April 2013 - June 2013
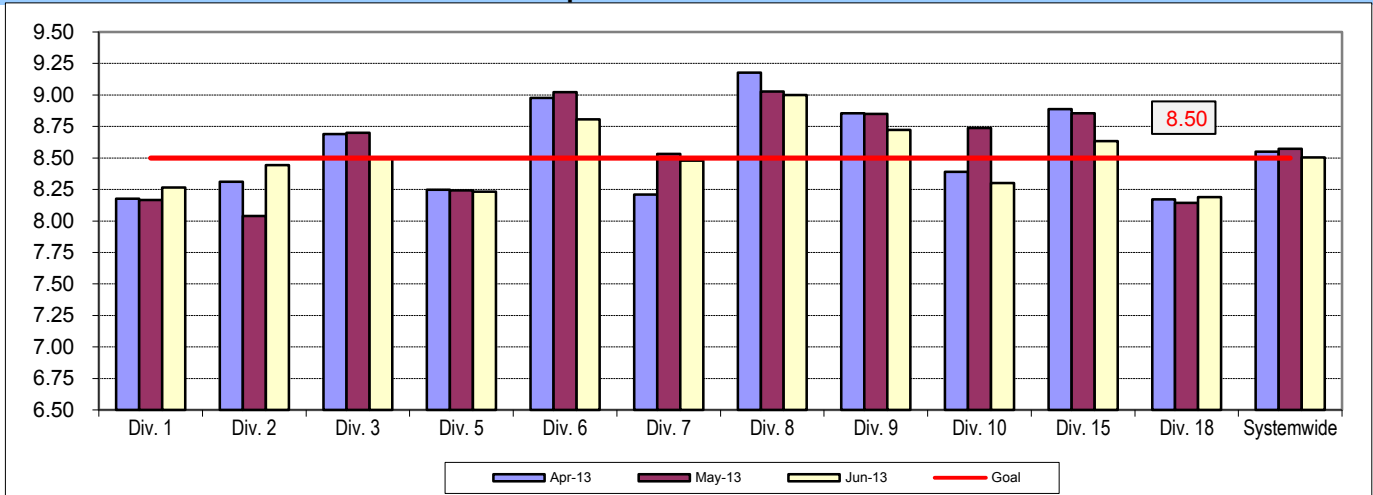
Quarterly Systemwide Bus Cleanliness
FY01 Q1 - FY13 Q4
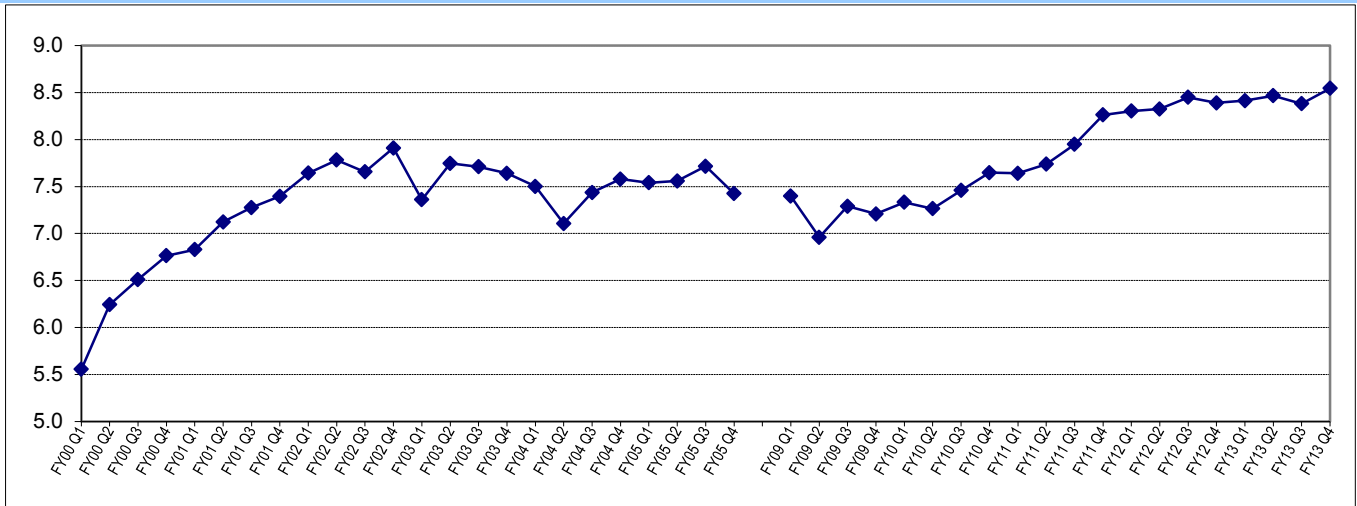
Please note that beginning March 2010, quarterly cleanliness is calculated using monthly data.
Prior quarterly data was supplied by QA dept. in a quarterly format.

Remaining Above the Goal line is the target.

BUS CLEANLINESS - Continued

Div 1

Div 2

Div 3

Div 5

Div 6

Div 7

Div 8

Div 9

Div 10

Div 15

Div 18
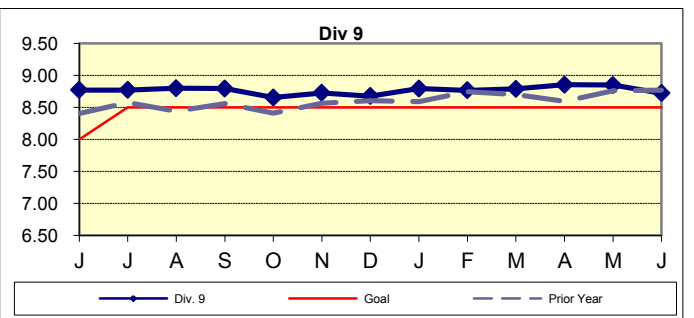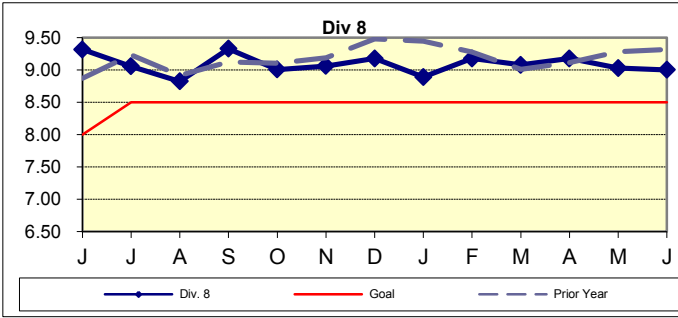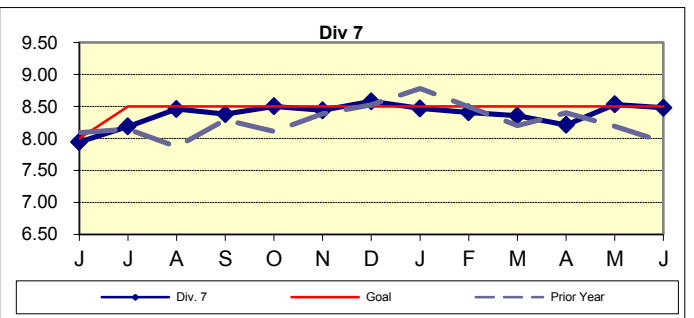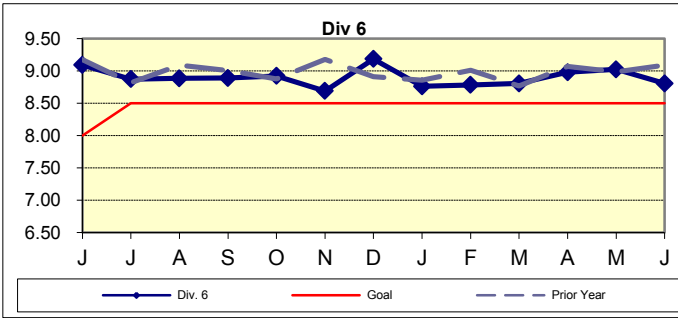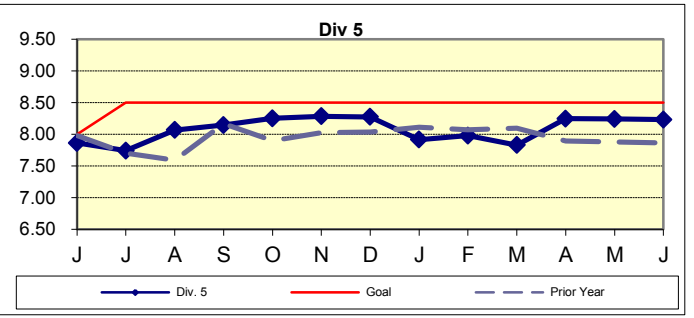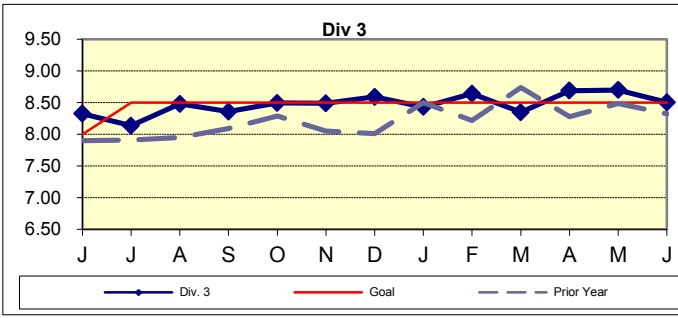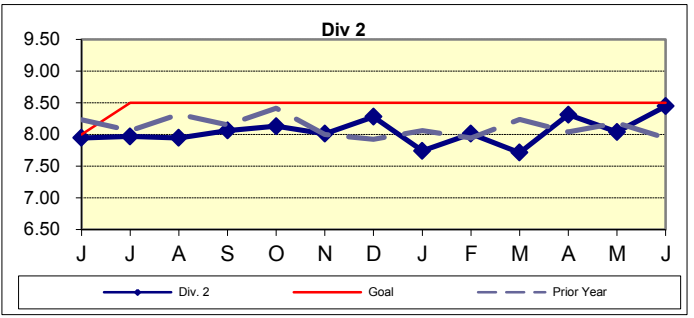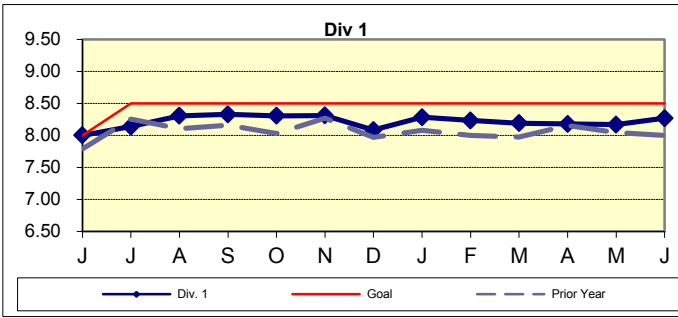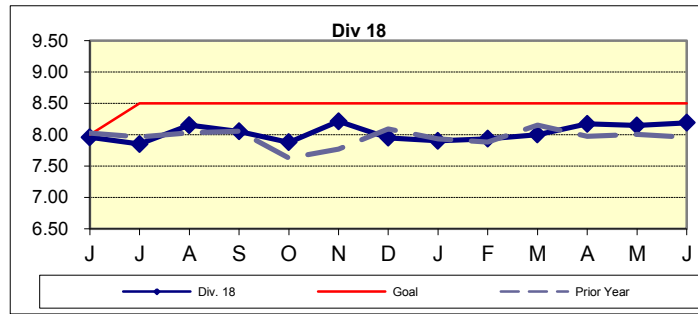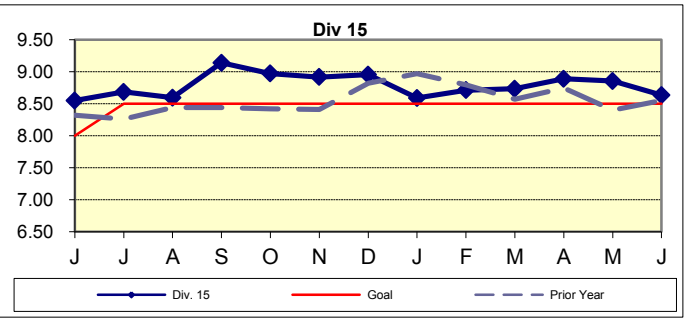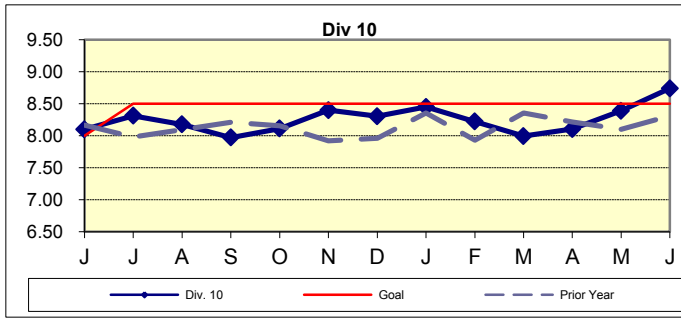
Metro Rail Scorecard Overview

Metro Rail operates heavy rail lines, Metro Red and Purple Lines, from Union Station to North Hollywood and Union Station to Wilshire/Western. Data for Red and Purple lines are reported under Metro Red line in this report. Metro Rail operates three light rail lines: 1. Metro Blue Line from downtown to Long Beach; 2. Metro Green Line along the 105 freeway; and 3. Metro Gold Line from Pasadena and East Los Angeles. Metro Rail is responsible for the operation of approximately 104 heavy rail cars and 121 light rail cars carrying nearly 5.8 million passengers boarding each year.

This report gives a brief overview of Metro Rail operations:
* On-Time Pullout Percentage.
* Mean Miles Between Chargeable Mechanical Failures (MMBMF).
* In-Service On-Time Performance.
* Traffic Accidents per 100,000 Train Miles.
* Complaints per 100,000 Boardings.

Measurement	FY10	FY11	FY12	FY13 Target	FY13 YTD	FYTD Status	Apr Month	May Month	Jun Month
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours *	8.54	9.73	8.18	7.36	9.03	🔶	9.62	13.89	8.83
Data reflects updated data for each month.								*W.C. now reflects current month's data. No data lag.*	
Metro Red Line (MRL)									
On-Time Pullouts	99.55%	99.86%	99.60%	99.00%	99.37%	🟢	99.34%	98.92%	98.18%
Mean Miles Between Chargeable Mechanical Failures	38,771	34,194	35,939	36,000	62,212	🟢	150,751	76,754	54,138
In-Service On-time Performance	99.54%	99.69%	99.45%	98.00%	99.32%	🟢	99.41%	99.06%	99.29%
Traffic Accidents Per 100,000 Train Miles	0.00	0.29	0.00	0.06	0.19	🔶	0.83	0.00	0.00
Complaints per 100,000 Boardings **	0.41	0.51	0.56	0.56	0.26	🟢	0.19	0.43	0.32
*** Beginning in FY13, only Operations-Related Rail Complaints will be counted per 100k Boardings.*									
Metro Blue Line (MBL)									
On-Time Pullouts	99.71%	99.10%	99.48%	98.00%	99.34%	🟢	100.00%	99.77%	99.40%
Mean Miles Between Chargeable Mechanical Failures	20,830	14,194	13,940	15,000	16,755	🟢	20,927	34,606	16,168
In-Service On-time Performance	98.81%	99.11%	98.31%	98.00%	95.80%	🔶	96.98%	97.56%	98.00%
Traffic Accidents Per 100,000 Train Miles	1.45	1.76	1.35	1.35	1.45	🔶	2.38	1.72	1.20
Complaints per 100,000 Boardings **	0.80	0.81	1.22	1.08	0.90	🔶	0.59	0.42	0.66
* At this time Expo Mechanical Failures and Pull Outs cannot be separated from Blue Line so they are reported combined for reporting purposes in Blue Line.									
*** Beginning in FY13, only Operations-Related Rail Complaints will be counted per 100k Boardings.*									
Metro Expo Line (MExL)									
On-Time Pullouts (Expo Pull Outs are Included in Blue Line Pull Outs)									
Mean Miles Between Chargeable Mechanical Failures (Expo MMBCMF are Included in Blue Line MMBCMF)									
In-Service On-time Performance				98.00%	98.47%	🟢	96.87%	99.24%	99.04%
Traffic Accidents Per 100,000 Train Miles				1.35	0.34	🟢	0.00	0.00	0.00
Complaints per 100,000 Boardings **				1.08	2.20	🟥	1.43	1.77	0.85
* At this time Expo Mechanical Failures and Pull Outs cannot be separated from Blue Line so they are reported combined for reporting purposes in Blue Line.									
*** Beginning in FY13, only Operations-Related Rail Complaints will be counted per 100k Boardings.*									

Metro Green Line (MGrL)

On-Time Pullouts	99.89%	99.85%	99.87%	98.00%	99.71%	🟢	100.00%	99.77%	100.00%
Mean Miles Between Chargeable Mechanical Failures	13,599	11,831	14,708	16,000	13,297	🔶	22,251	18,937	24,167
In-Service On-time Performance	99.26%	99.50%	98.86%	98.00%	98.06%	🔶	98.56%	98.81%	98.97%
Traffic Accidents Per 100,000 Train Miles	0.00	0.07	0.07	0.06	0.14	🟥	0.00	0.00	0.00
Complaints per 100,000 Boardings **	0.76	1.13	1.06	1.01	0.63	🟢	0.63	0.91	0.38

*** Beginning in FY13, only Operations-Related Rail Complaints will be counted per 100k Boardings.*

Metro Gold Line (MGoL)

On-Time Pullouts	99.86%	99.99%	100.00%	98.00%	99.88%	🟢	99.87%	99.49%	100.00%
Mean Miles Between Chargeable Mechanical Failures	16,151	21,097	18,017	23,000	28,299	🟢	33,505	40,132	24,197
In-Service On-time Performance	99.12%	99.58%	98.68%	98.00%	98.45%	🟢	96.95%	98.94%	97.74%
Traffic Accidents Per 100,000 Train Miles	0.82	0.61	0.42	0.41	0.22	🟢	0.00	0.00	1.23
Complaints per 100,000 Boardings **	1.68	1.22	1.21	1.19	0.68	🟢	0.63	0.54	0.94

*** Beginning in FY13, only Operations-Related Rail Complaints will be counted per 100k Boardings.*

🟢 Green - High probability of achieving the target (on track). Meets Target at 100% or better.

🔶 Yellow - Uncertain if the target will be achieved -- slight problems, delays or management issues. Falls below Target 70 - 99%.

🟥 Red - High probability that the target will not be achieved -- significant problems and/or delays. Falls below Target >70%.

IN-SERVICE ON-TIME PERFORMANCE (ISOTP)

Definition: In-Service On-Time Performance measures the percentage of trains leaving all timecheck points on any run no earlier than thirty seconds, nor later than 5 minutes of the scheduled time. The higher the number, the more reliable the service.

Calculation: ISOTP% = [(100% minus [(Total runs in which a train left any timecheck point either late or early) / by Total scheduled runs) X by 100)]

Heavy Rail (Red/Purple Line) ISOTP

Remaining Above the Goal line is the target.

Light Rail (Blue, Expo, Green, & Gold Line) ISOTP
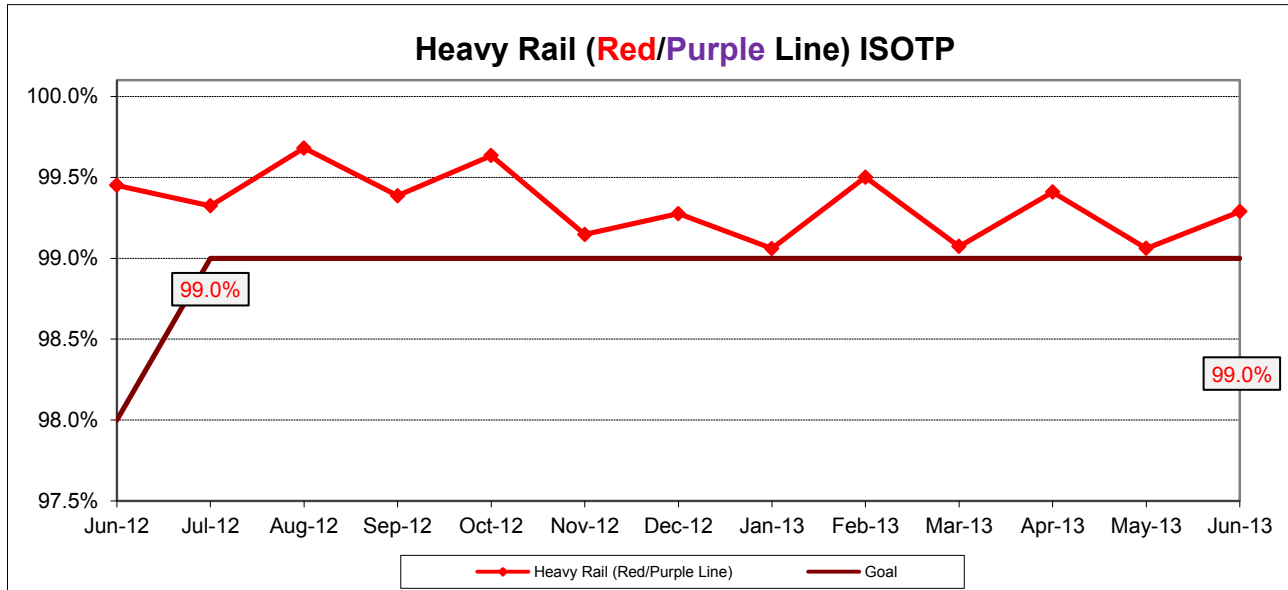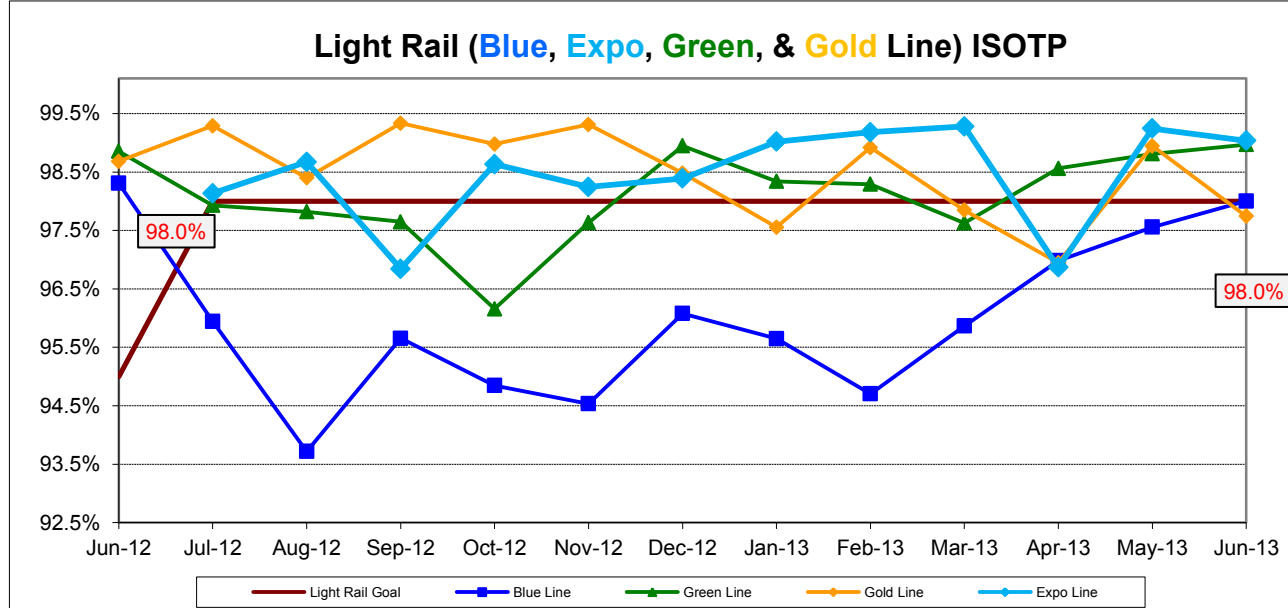
Scheduled Revenue Hours Delivered (SRHD) by Rail Line

Definition: This performance indicator measures the percentage of scheduled Revenue Service Hours delivered after subtracting cancellations, outlates and in-service delays.

Calculation: SRSHD% = (1-(Total Service Hours Lost / by Total Scheduled Service Hours))
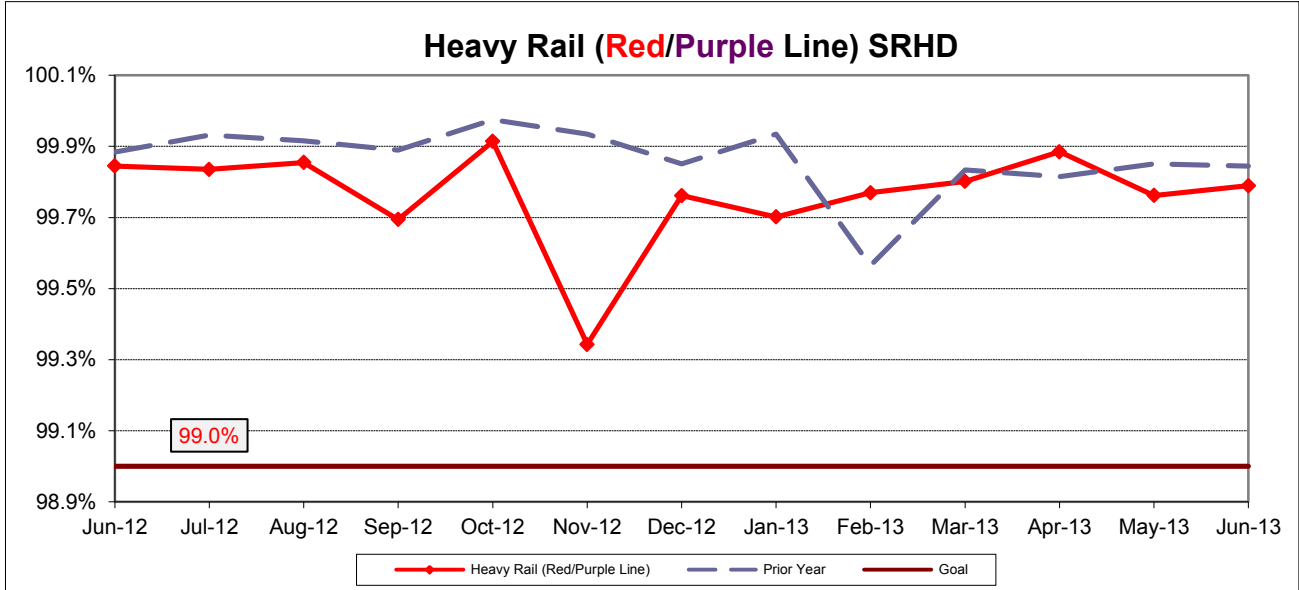
Heavy Rail (Red/Purple Line) SRHD

Remaining At the Goal line is the target.

Light Rail (Blue, Expo, Green & Gold Line) SRHD
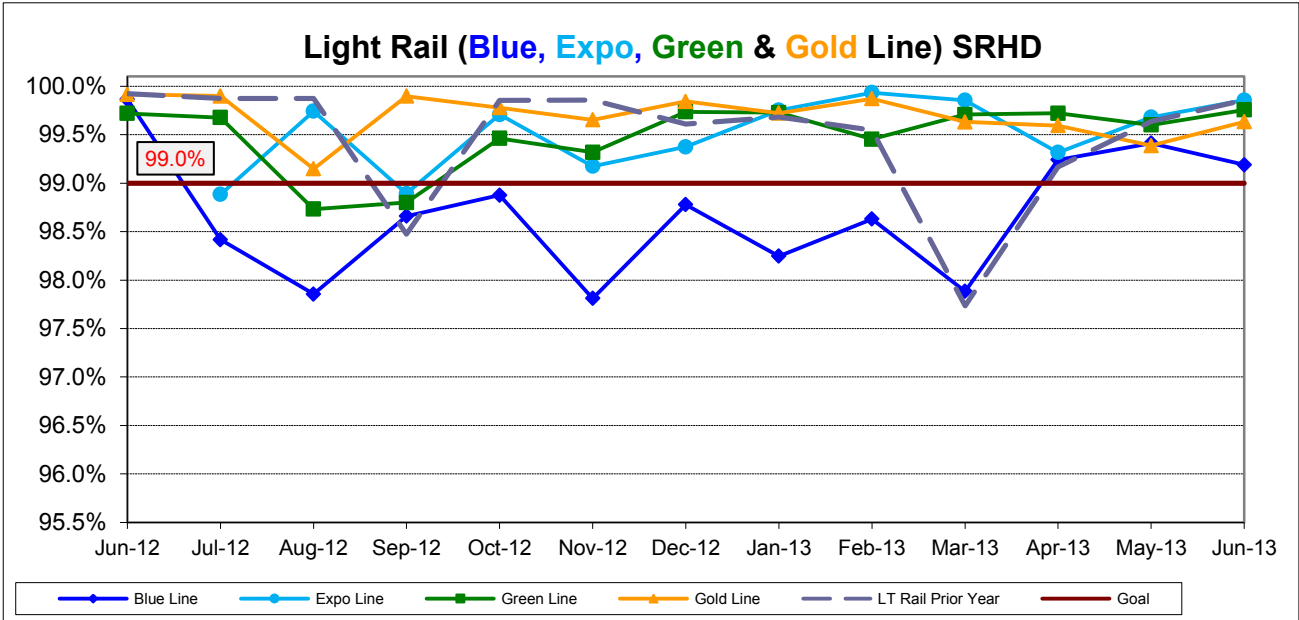
Mean Miles Between Chargeable Mechanical Failures

Definition: Mean vehicle miles between Revenue Vehicle Failures. NTD defined Revenue Vehicle Failures are vehicle systems failures that occur in revenue service and during deadhead miles in which the vehicle did not complete its scheduled revenue trip or in which the vehicle did not start its next scheduled revenue trip.

Calculation: MVMBRVF = Total Vehicle Miles / Revenue Vehicle Systems Failures

Remaining Above the Goal line is the target.
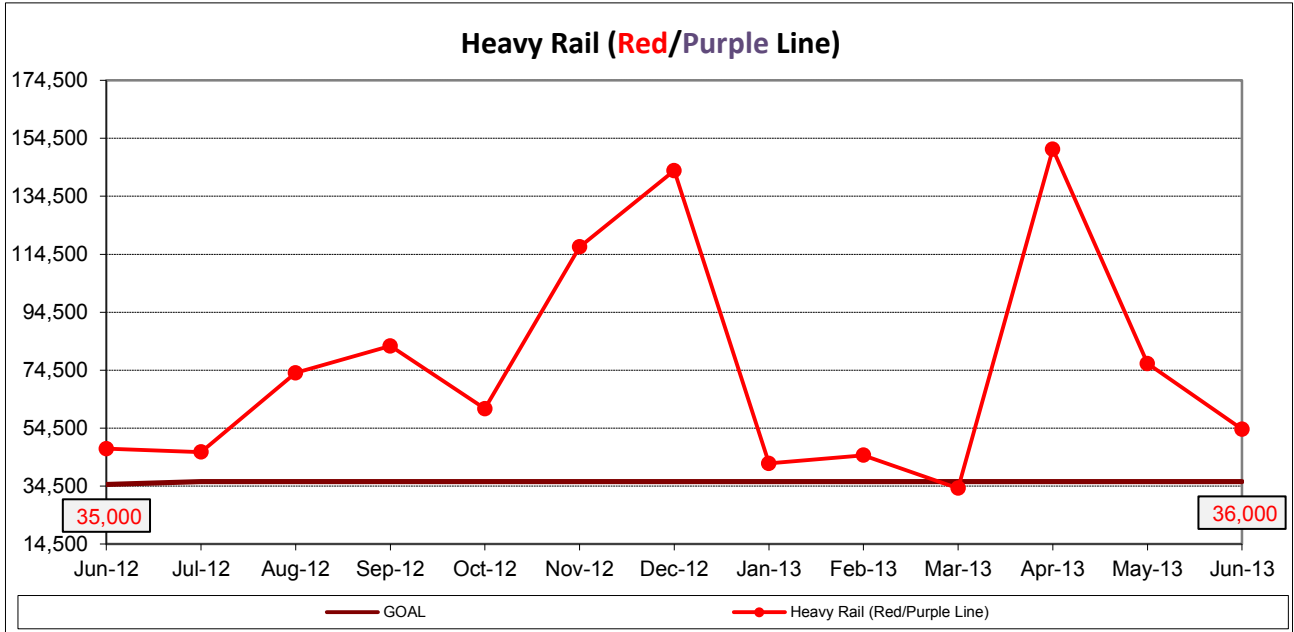
Remaining Above the Goal line is the target.
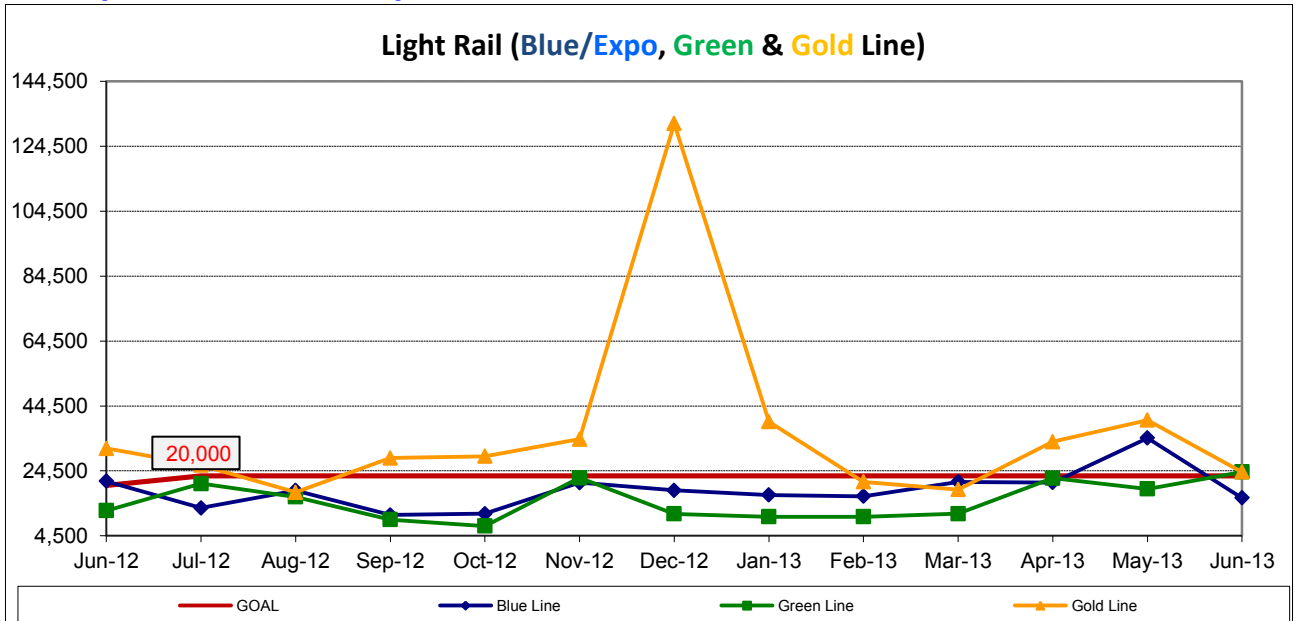
NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS

Definition: Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.

Calculation: New workers' compensation indemnity claims filed per 200,000 Exposure Hours = New Claims/(Exposure Hours/200,000)

One month lag in reporting.
Remaining Below the Goal line is the target.

Rail Combined (Blue, Expo, Green, Gold & Red/PurpleLine)

Legend: Rail Goal — Ops Systemwide Claims — Rail
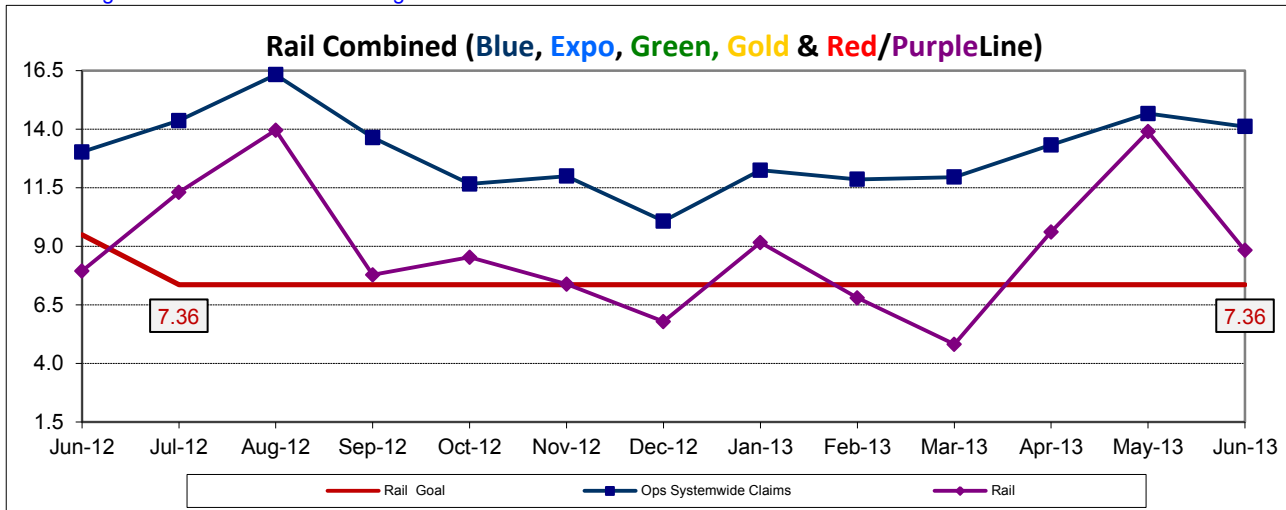
ON-TIME PULLOUTS (OTP)

Definition: On-time Pullouts measures the percentage of trains leaving the yard within ninety seconds of the scheduled pullout time. The higher the number, the more reliable the service.

Calculation: OTP% = [(100% - [(Total cancelled pullouts plus late pullouts) / by Total scheduled pullouts) X by 100)]

Heavy Rail (Red/Purple Line)

Remaining Above the Goal line is the target.

Light Rail (Blue, Green & Gold Line)
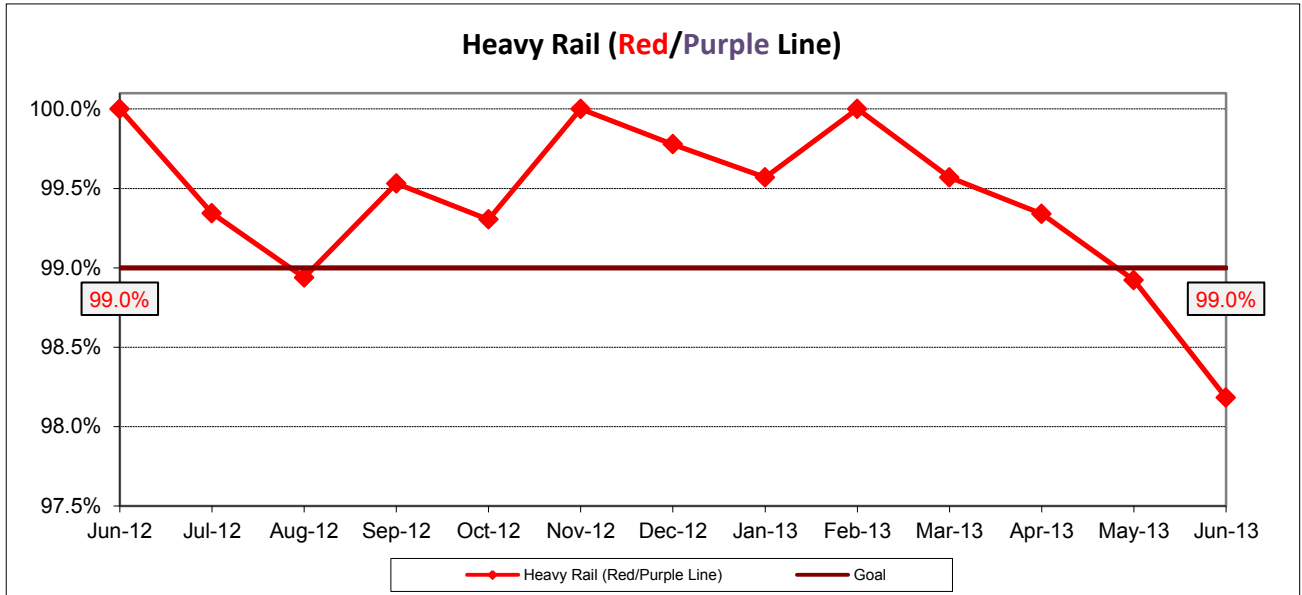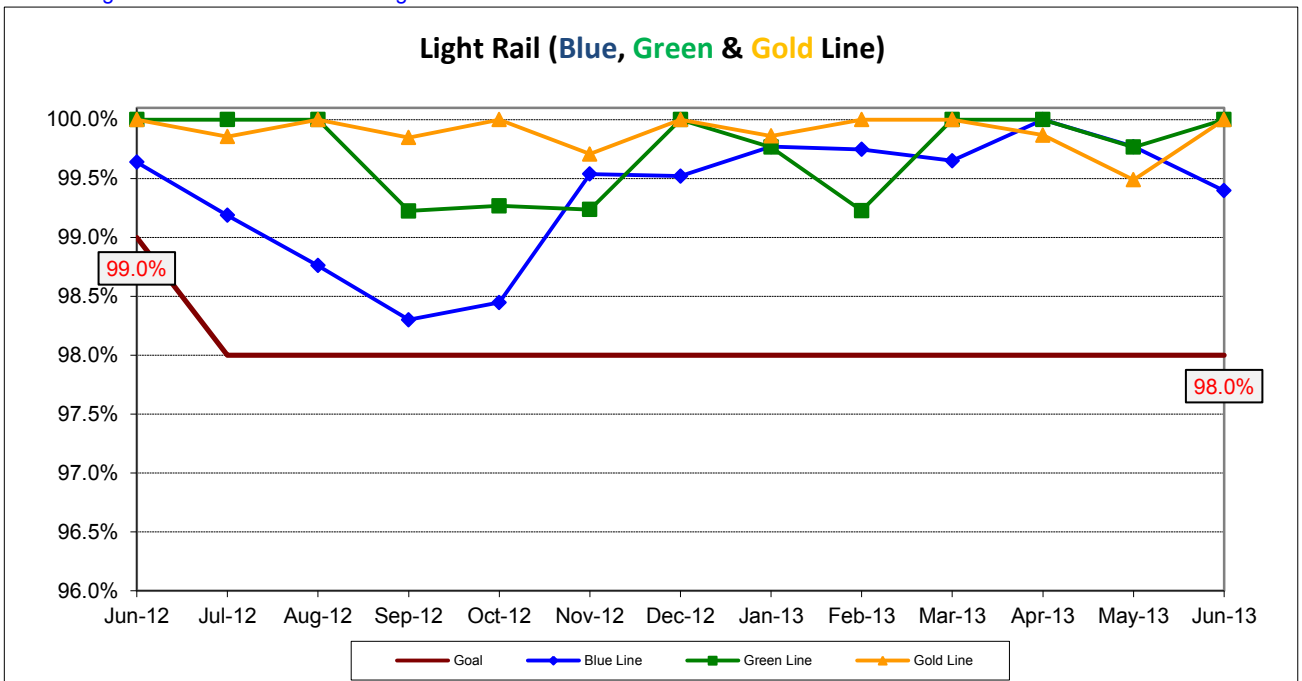
SAFETY PERFORMANCE

BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents / by (Hub Miles / by 100,000))

Systemwide Trend

Hub Miles were restated by Fleet Mgmt from June '12 through January '13. Indicators using Hub Mile data were revised.
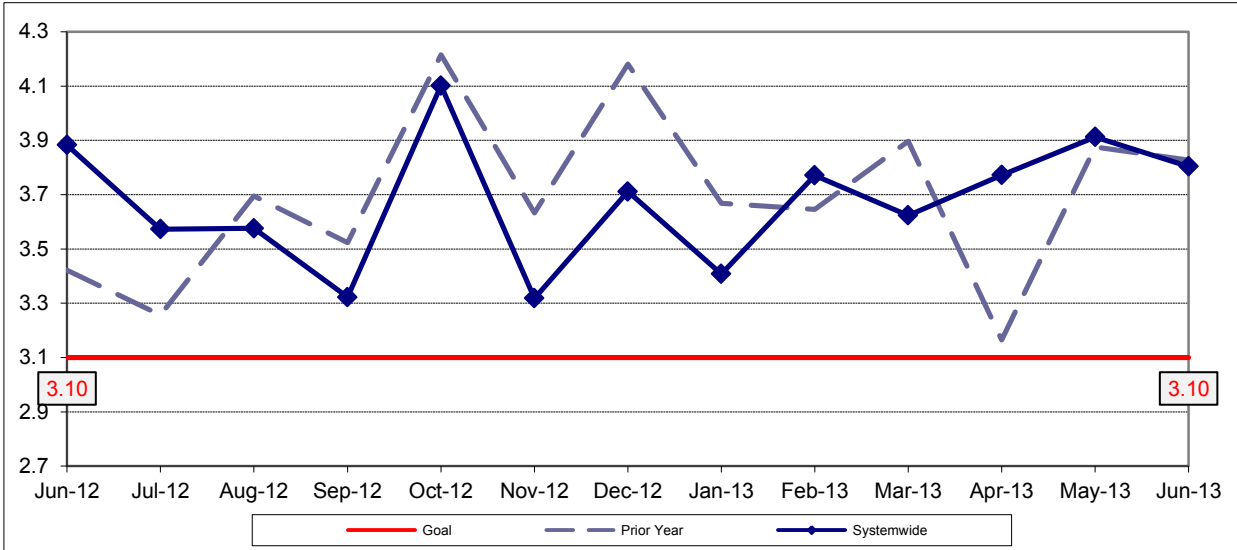
Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of accide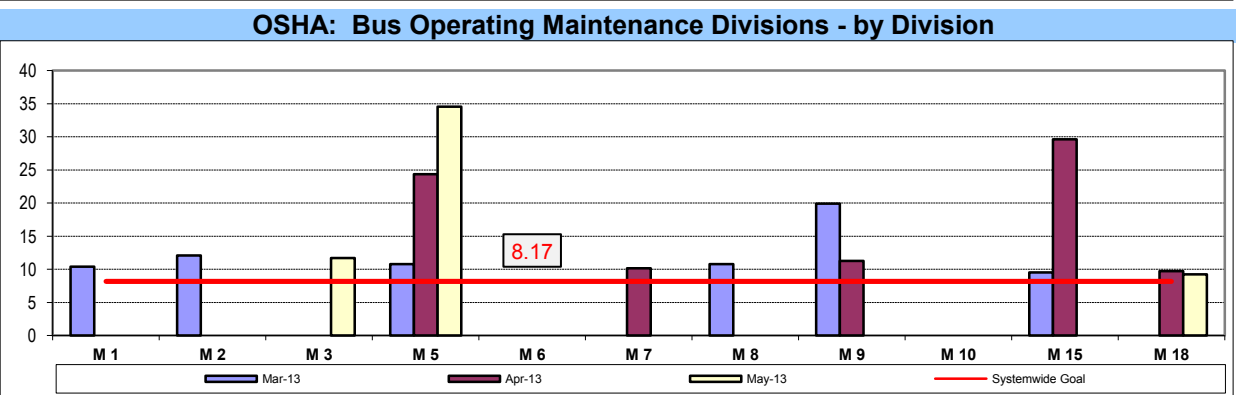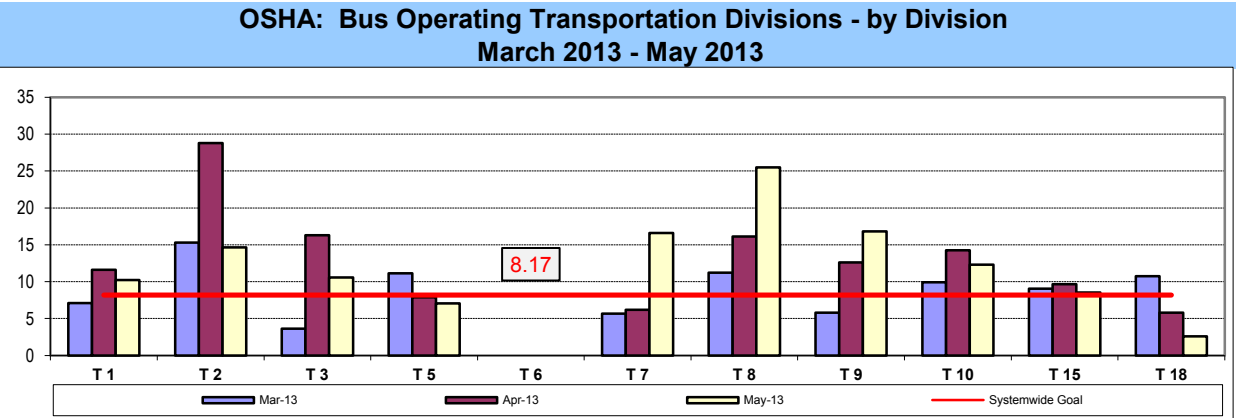nts and late filing of reports. As of Aug. '07, Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.

Remaining Below the Goal line is the target.

Hub Miles were restated by Fleet Mgmt from June '12 through January '13. Indicators using Hub Mile data were revised.

Bus Operating Divisions - by Divisions
April 2013 - June 2013
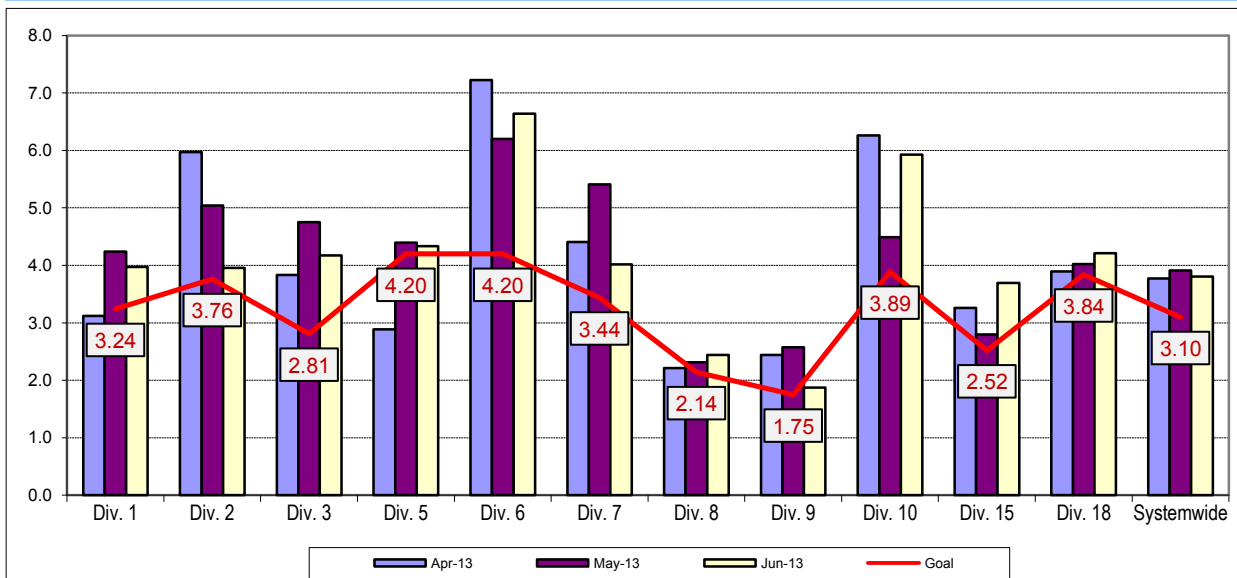
Number of 482 Accidents in Vehicle Accident Management System (VAMS) Download by Avoidable (A), Pending (P) or Unavoidable (U)
Bus Operating Divisions

Definition: Number of accidents that are coded 482 "alledged" accidents in prior 13 months and the accident determination as avoidable (A), pending investigation (P) or unavoidable (U).

Calculation: Number of accidents in prior 13 months coded 482 "alledged" in the categories of A, P or U.

NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.
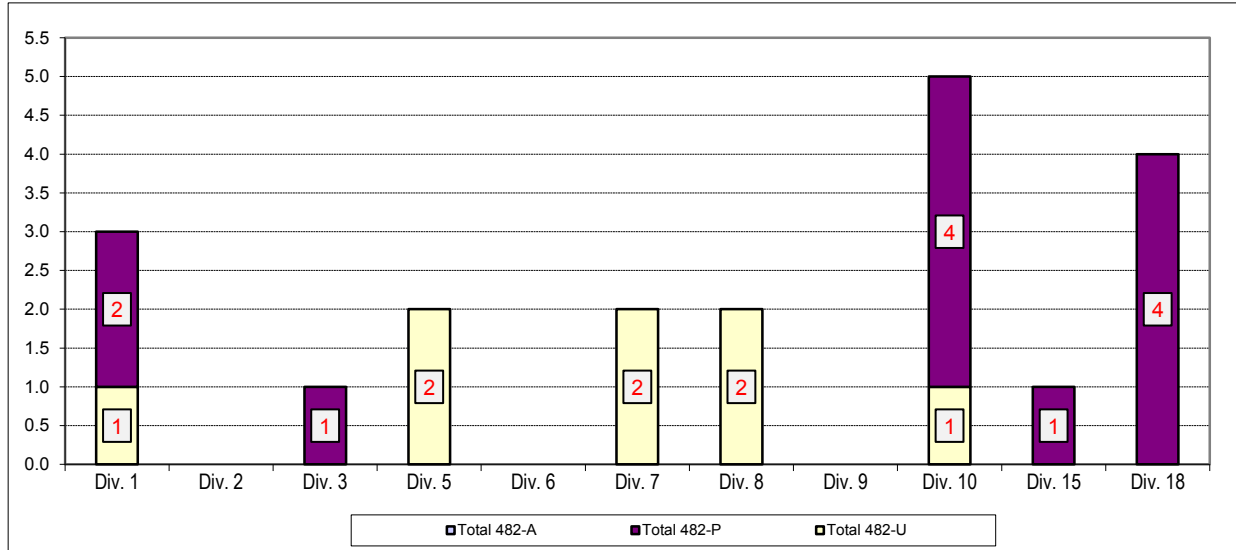
BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
Bus Operating Divisions

Remaining Below the Goal line is the target.

BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES
Bus Operating Divisions

Remaining Below the Goal line is the target.

Div 6

Div 7

Div 8

Div 9

Div 10

Div 15

Div 18
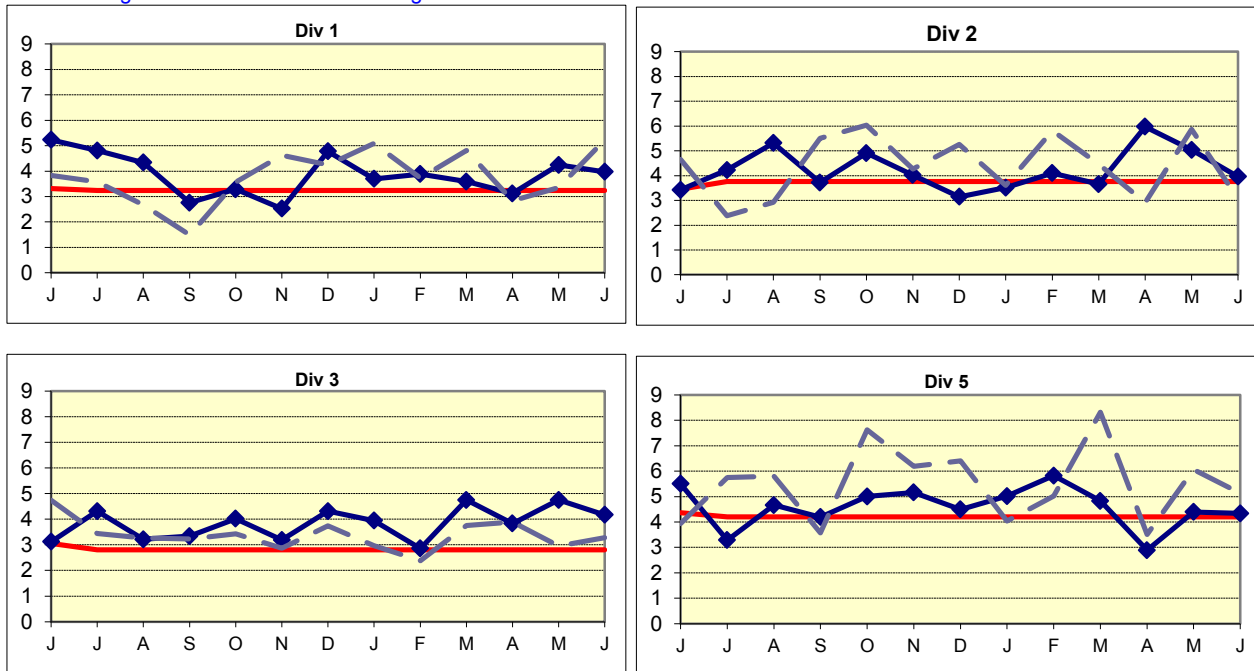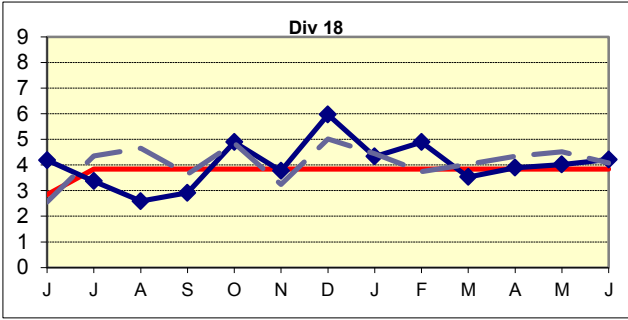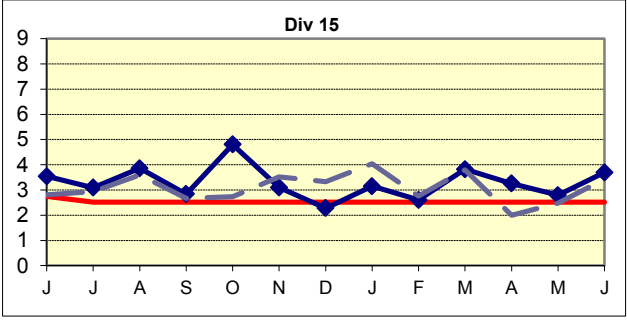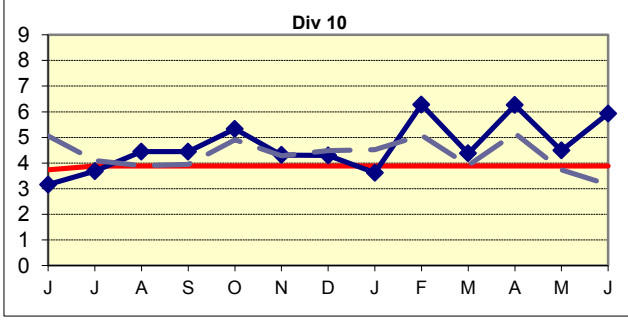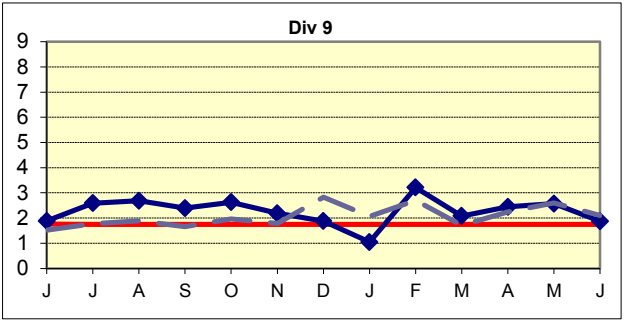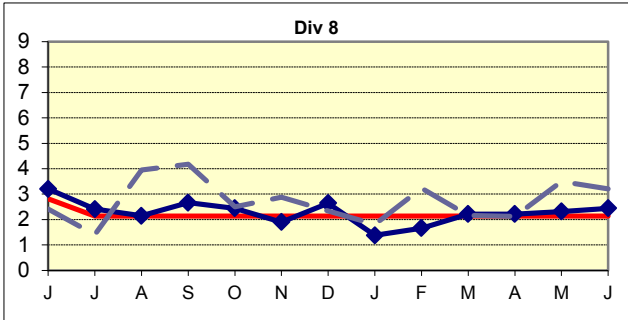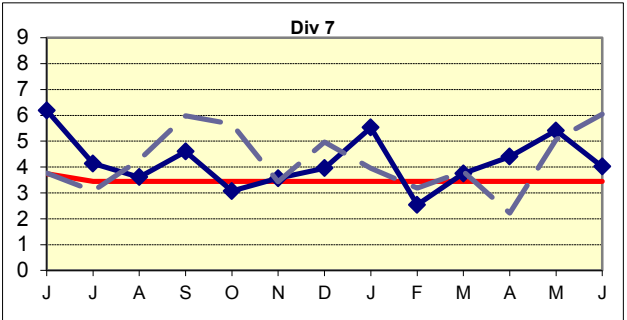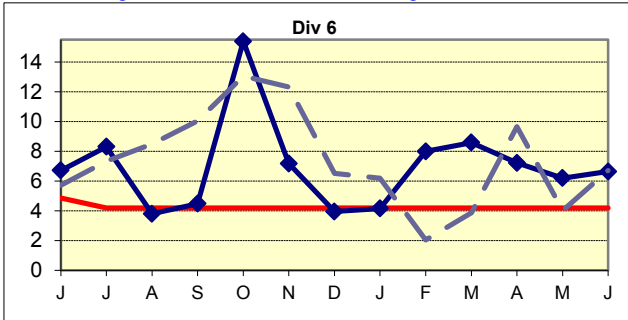
BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS

Definition: Average number of Passenger Accidents for every 100,000 Boardings. This indicator measures system safety.

Calculation: Passenger Accidents Per 100,000 Boardings = (The number of Passengers Accidents / by (Boardings / by 100,000))

Systemwide Trend
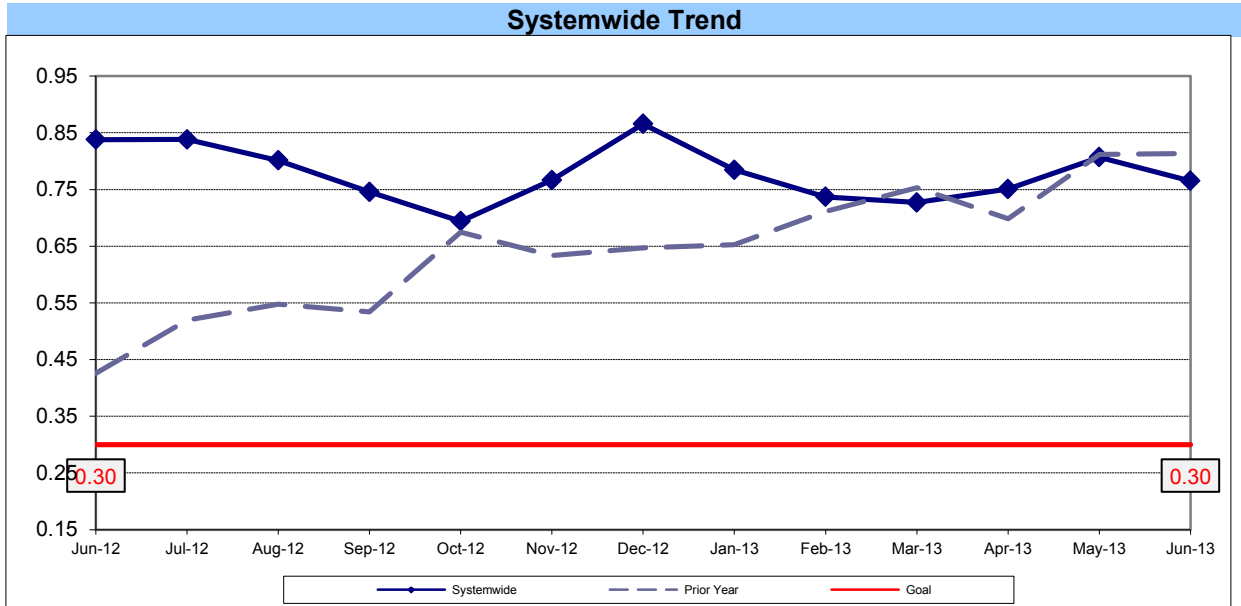
Remaining Below the Goal line is the target.

Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of accidents and late filing of reports.

Bus Operating Divisions - by Divisions
April 2013 - June 2013
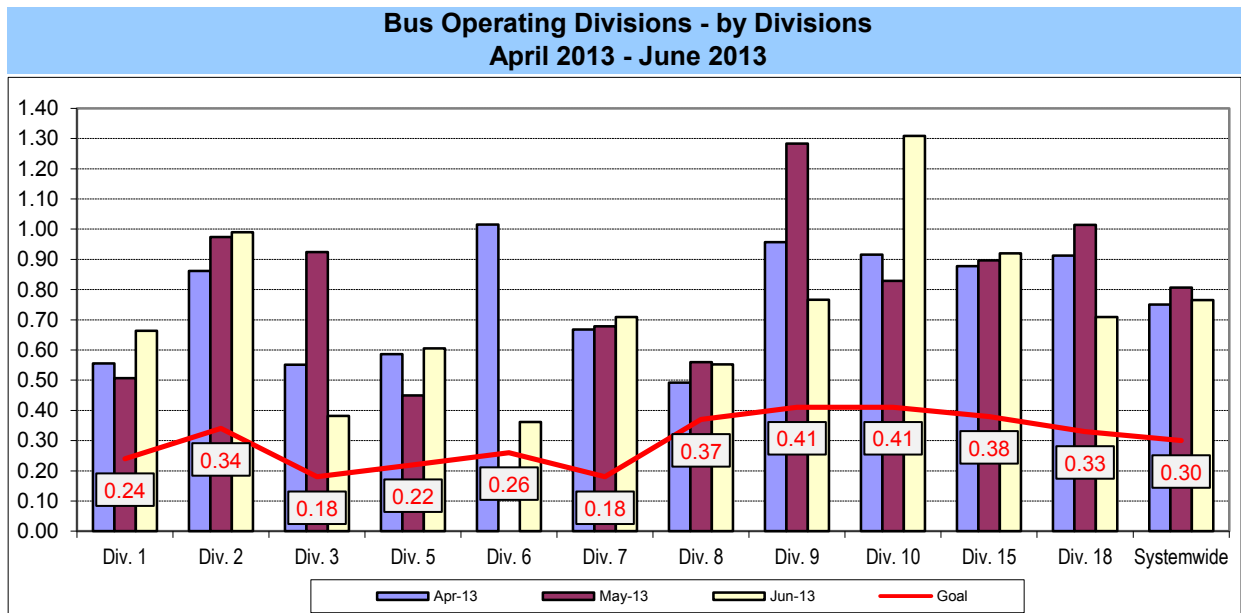
OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA) RECORDABLE INJURIES PER 200,000 EXPOSURE HOURS

Definition: Work-related injuries and illnesses that result in: death, loss of consciousness, days away from work, restricted work activity or job transfer, or medical treatment beyond first aid.

Calculation: Number of OSHA Injuries / Illnesses Filed / (Exposure Hours / 200,000)
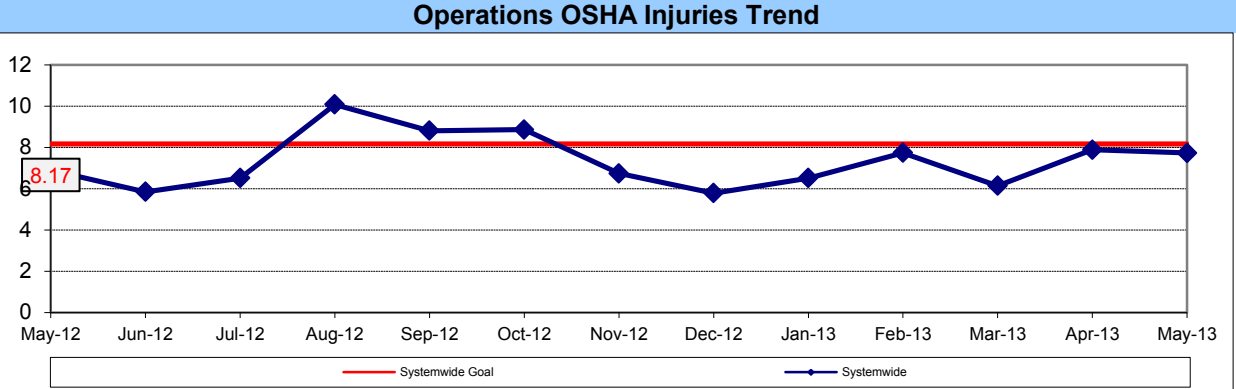
One month lag from current month

Operations OSHA Injuries Trend

Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of injuries and late filing of reports.

Remaining Below the Goal line is the target.

One month lag from current month

OSHA: Bus Operating Transportation Divisions - by Division
March 2013 - May 2013

OSHA: Bus Operating Maintenance Divisions - by Division

LOST WORK DAYS (LWD) PAID PER 200,000 EXPOSURE HOURS

Definition: Number of paid working days lost due to employees workers' compensation injuries each month per 200,000 exposure hours.

Calculation: (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number of Exposure Hours / 200,000)

One month lag from current month

LWD Systemwide Trend
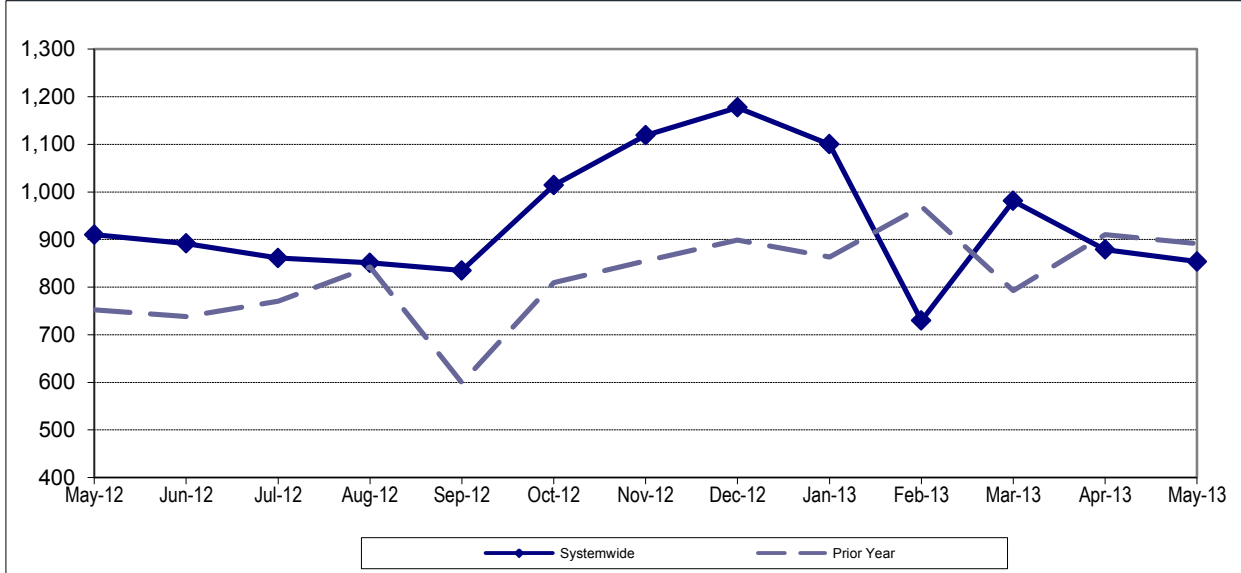
One month lag from current month

LWD/200,000 Exposure Hours per Operating Divisions - by Bus and Rail Division
March 2013 - May 2013
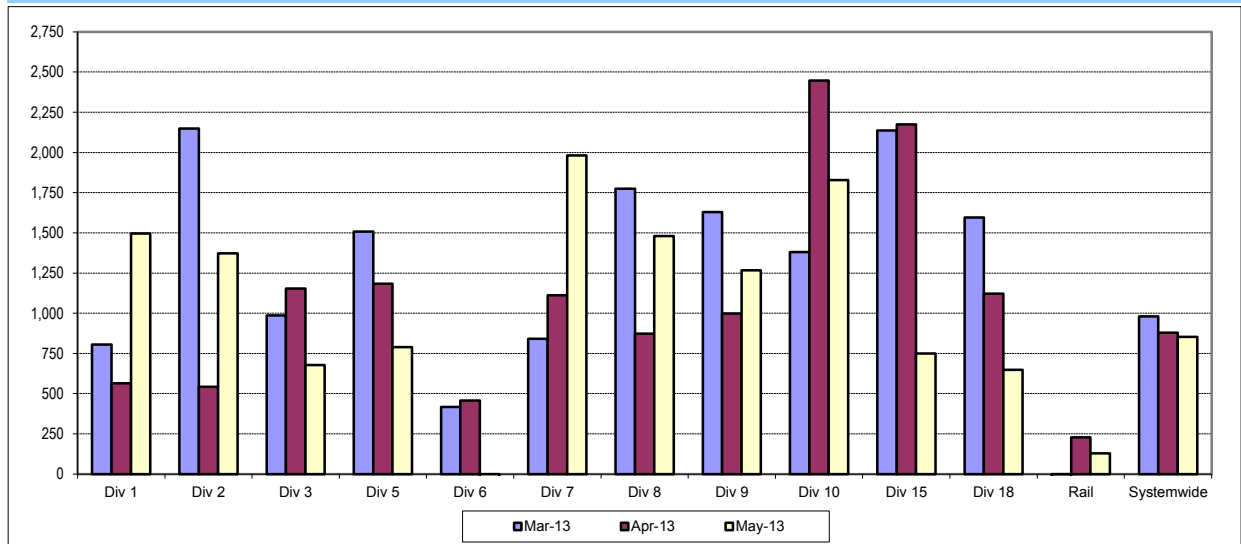
RAIL ACCIDENTS PER 100,000 REVENUE TRAIN MILES (PUC Reportable)

Definition: Average number of Rail Accidents for every 100,000 Revenue Train Miles traveled. This indicator measures system safety.

Calculation: Rail Accidents Per 100,000 Revenue Train Miles = (The number of Rail Accidents / by (Revenue Train Miles / by 100,000))

Heavy Rail (Red/Purple Line) Rail Accidents

Light Rail (Blue, Expo, Green & Gold Lines) Rail Accidents
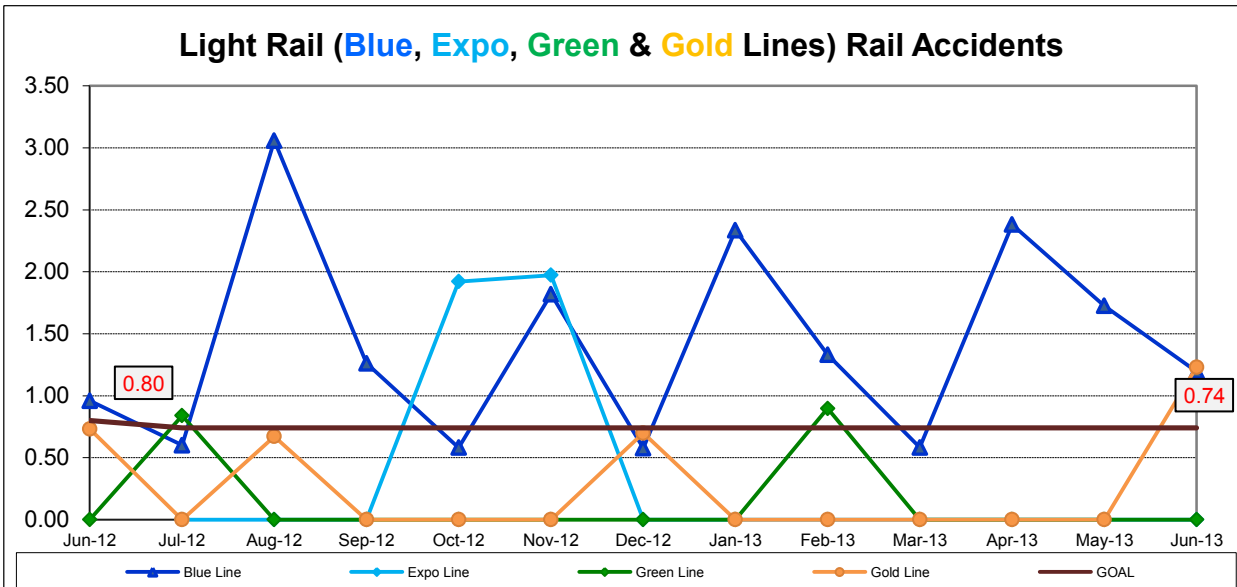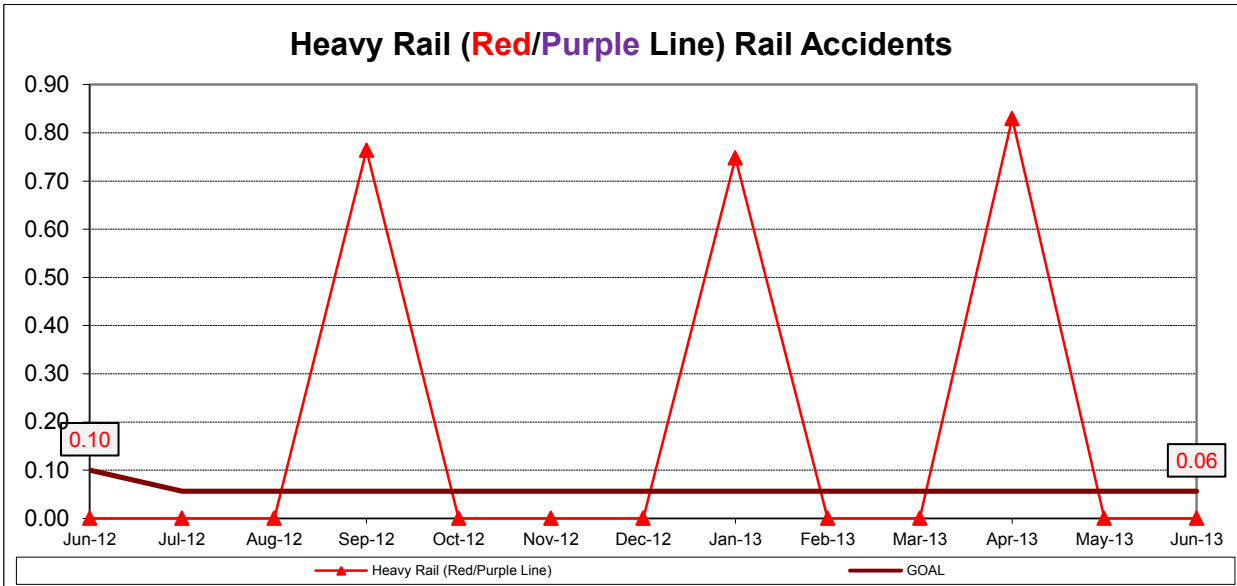
Remaining Below the Goal line is the target.

RAIL PASSENGER ACCIDENTS PER 100,000 BOARDINGS*

Definition: Average number of Rail Passenger Accidents for every 100,000 Boardings. This indicator measures system safety.

Calculation: Rail Passenger Accidents Per 100,000 Boardings = (The number of Rail Passenger Accidents / by (Train Boardings / by 100,000))

Heavy Rail (Red/Purple Line) Passenger Accidents

Light Rail (Blue, Expo, Green & Gold Lines) Passenger Accidents
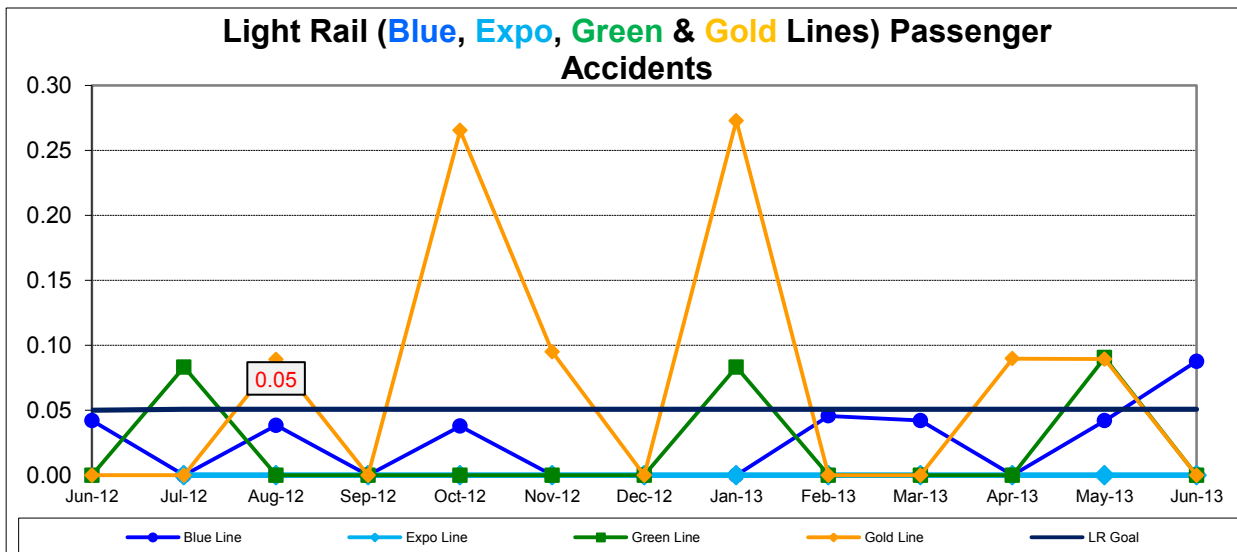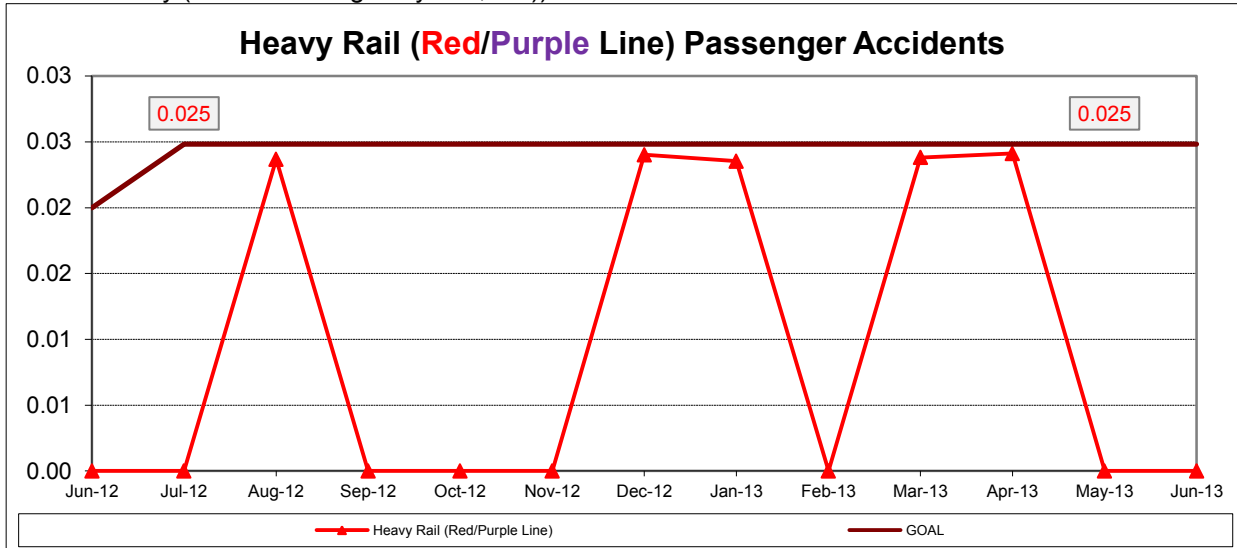
CUSTOMER SATISFACTION

COMPLAINTS PER 100,000 BOARDINGS

Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

Calculation: Customer complaints per 100,000 Boardings = Complaints/(Boardings/100,000)

Systewide Trend
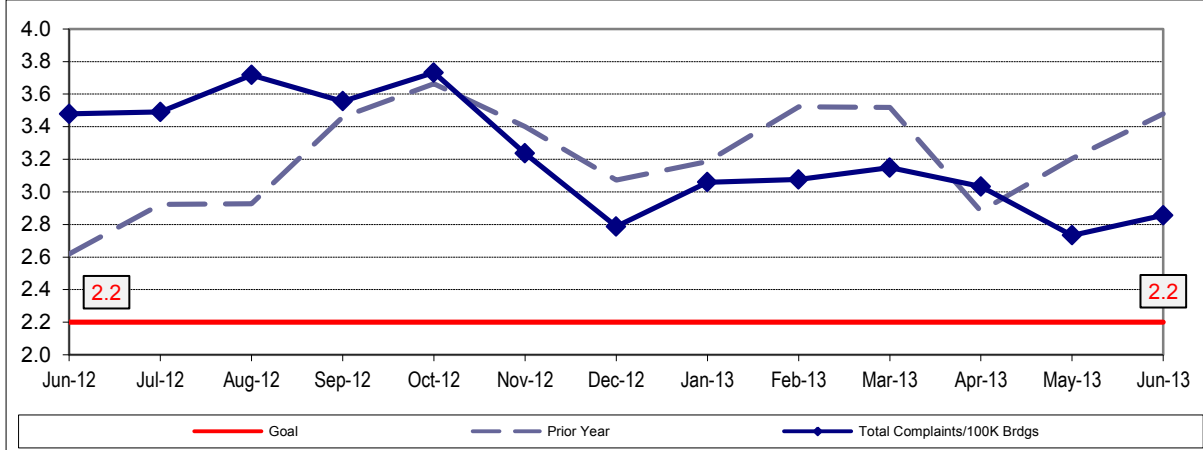
Remaining Below the Goal line is the target.

Bus Operating Divisions, by Divisions
April 2013 - June 2013
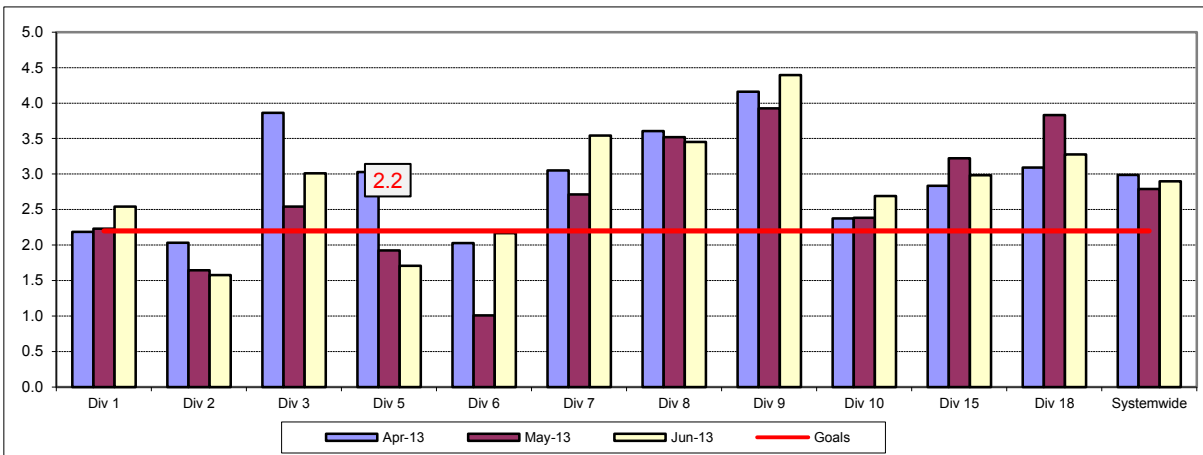
COMPLAINTS PER 100,000 BOARDINGS

◆—— Current Year　　- - - Prior Year　　—— Goal

Remaining Below the Goal line is the target.

Div 1

Div 2

Div 3

Div 5

Div 6

Div 7

Div 8

Div 9
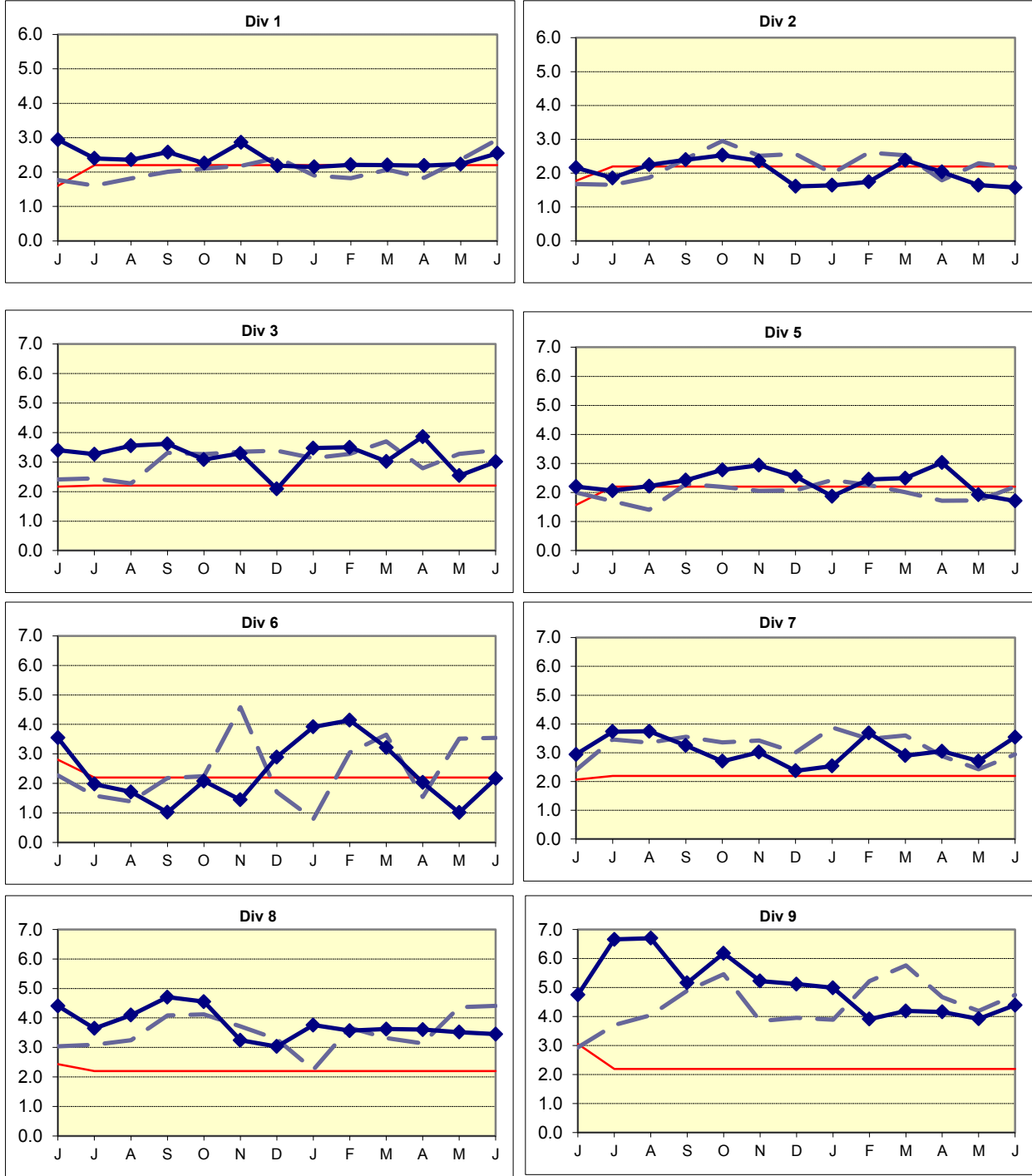
Current Year — — **Prior Year** — — **Goal**

Remaining Below the Goal line is the target.

COMPLAINTS PER 100,000 BOARDINGS - Continued

Div 10

Div 15

Div 18

Rail

Metro Operations Monthly Report for June 2013

Page 43
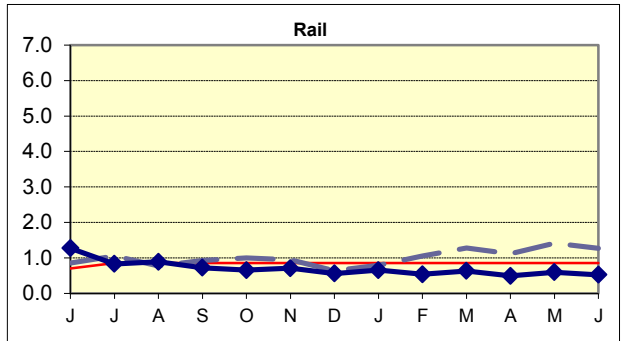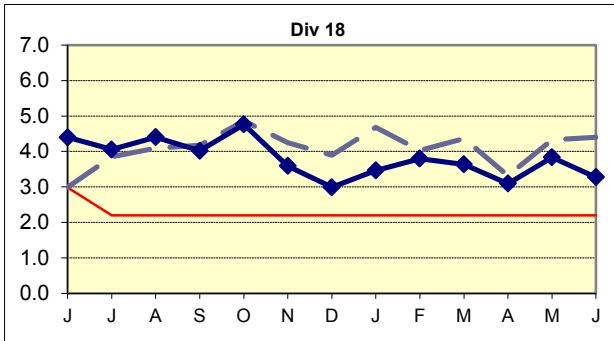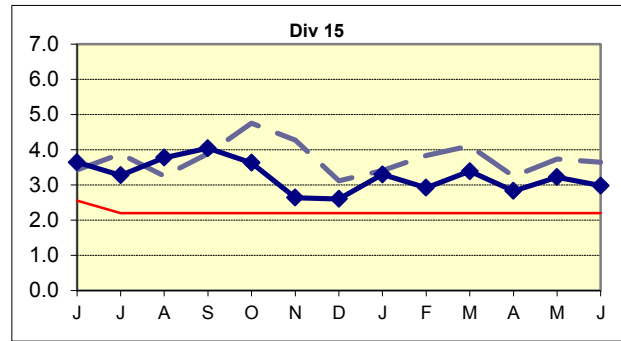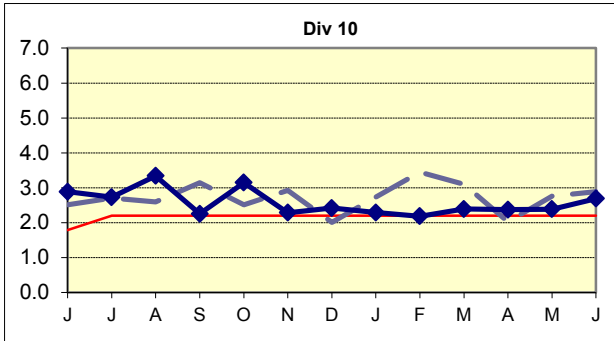
WORKERS COMPENSATION CLAIMS

New Workers Compensation Claims per 200,000 Exposure Hours

Definition: Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.
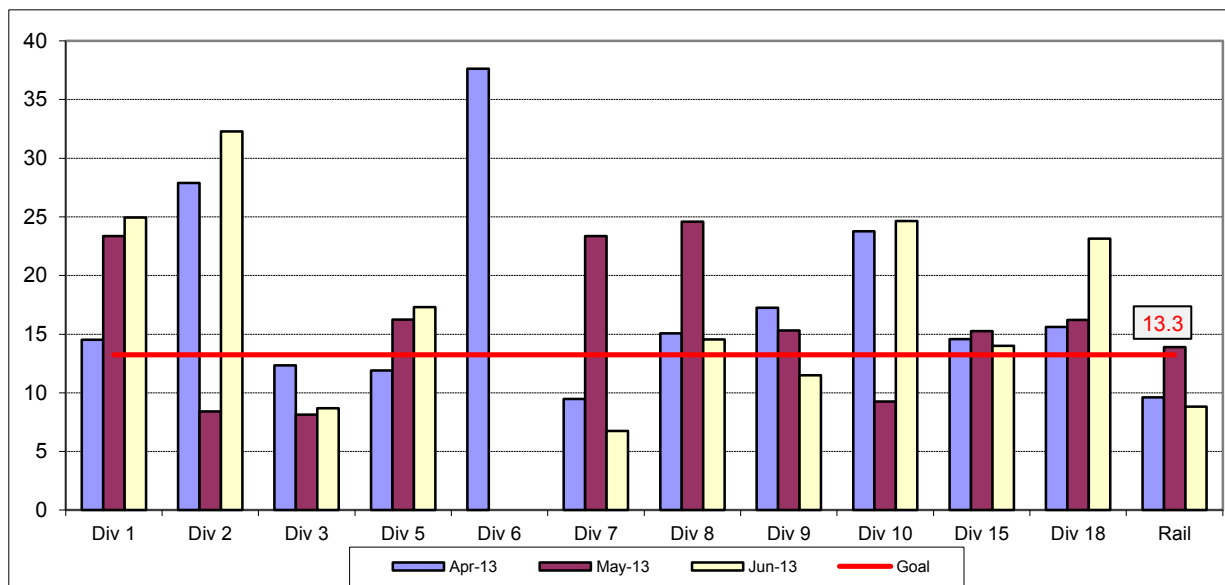
Calculation: New workers' compensation indemnity claims filed per 200,000 Exposure Hours = New Claims/(Exposure Hours/200,000)

Metro Operations Trend

Data now reflects the current month.
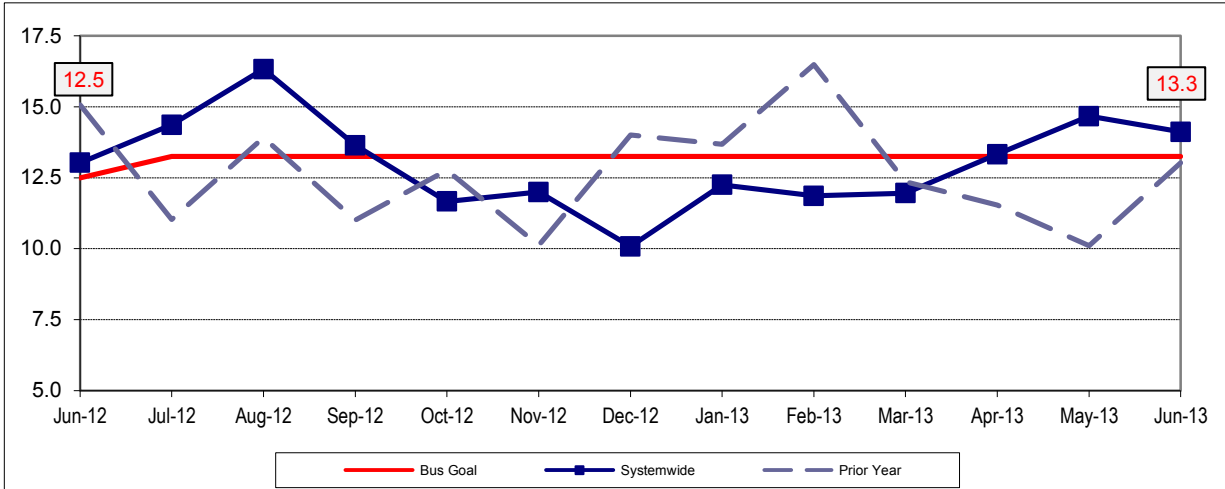
Remaining Below the Goal line is the target.

NEW CLAIMS PER 200,000 EXPOSURE HOURS - MONTH BY BUS DIVISION & RAIL

Definition: Average number of new workers compensation indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.

Calculation: New workers' compensation indemnity claims filed per 200,000 Exposure Hours = New Claims/(Exposure Hours/200,000)

Bus & Rail by Division
April 2013 - June 2013

Data now reflects the current month.   Remaining Below the Goal line is the target.

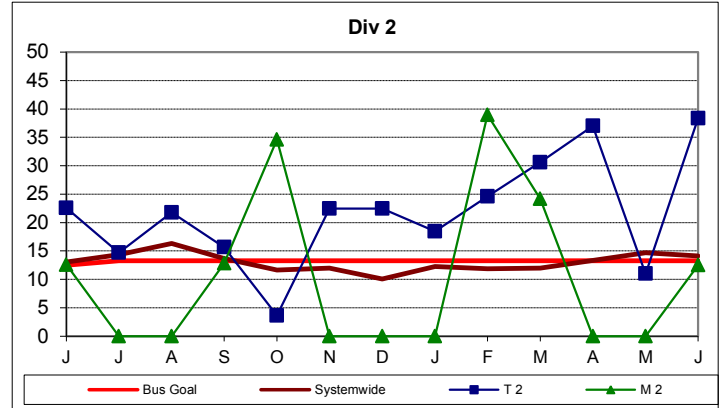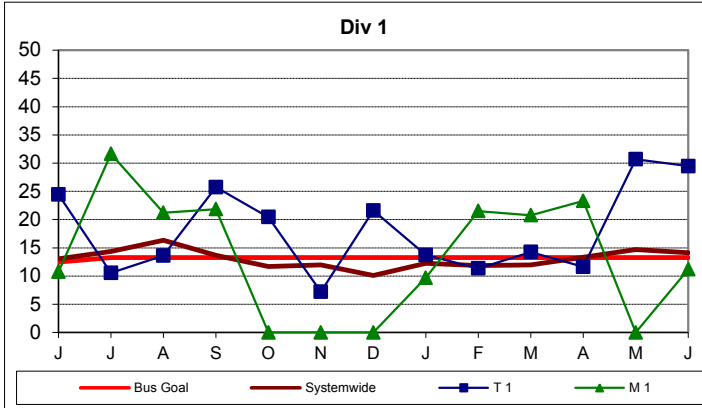Transportation & Maintenance Performance combined.

NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions

Definition: Average number of new Workers Compensation Indemnity claims filed per 200,000 exposure hours. Indemnity – requires an overnight hospital stay or involves more than 3 calendar days of lost time. This indicator measures safety.
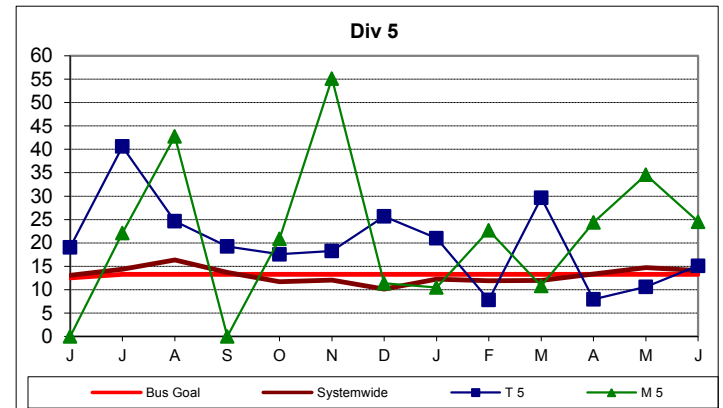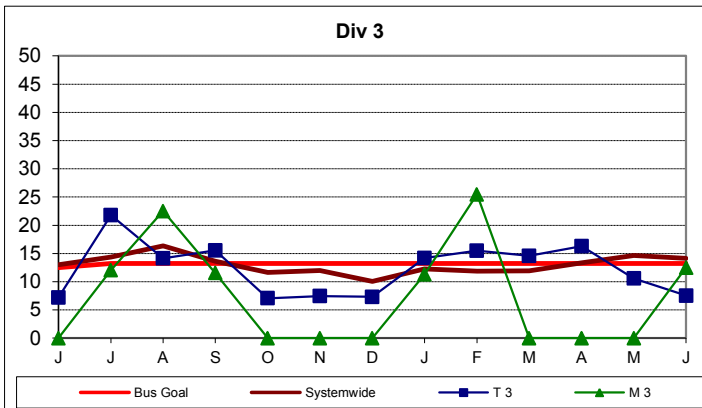
Calculation: New Workers' Compensation Indemnity claims filed per 200,000 Exposure Hours = New Claims/(Exposure Hours/200,000)

W.C. now reflects current month's data. No data lag.

Div 1
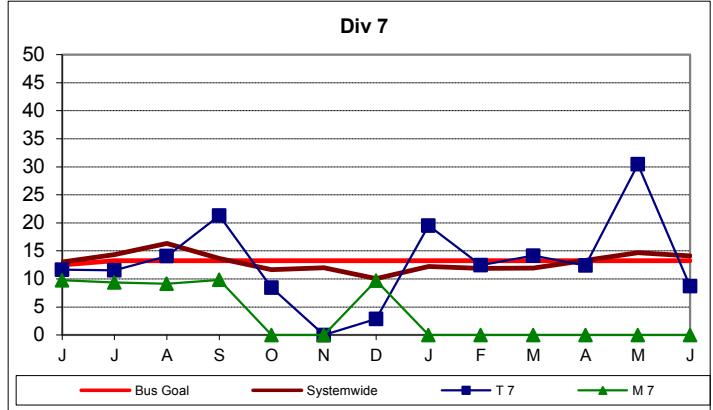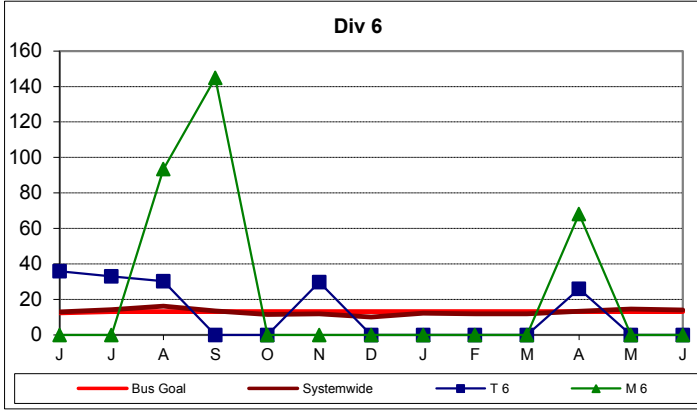

Div 2

Remaining Below the Goal line is the target.
W.C. now reflects current month's data. No data lag.

Div 3

Div 5

NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS - Continued

Remaining Below the Goal line is the target.
W.C. now reflects current month's data. No data lag.

Div 6

Div 7

W.C. now reflects current month's data. No data lag.

Div 8

Div 9

W.C. now reflects current month's data. No data lag.
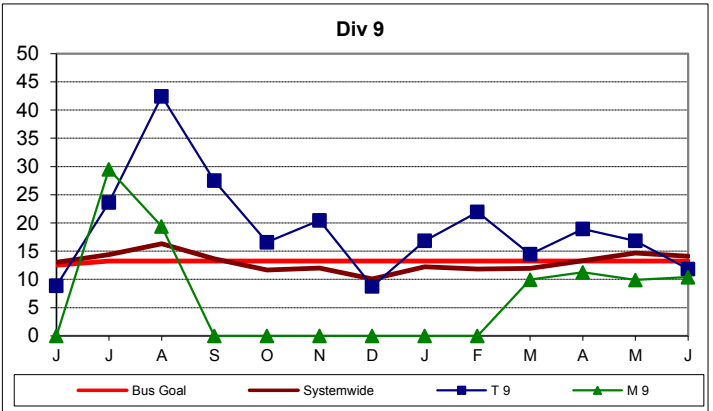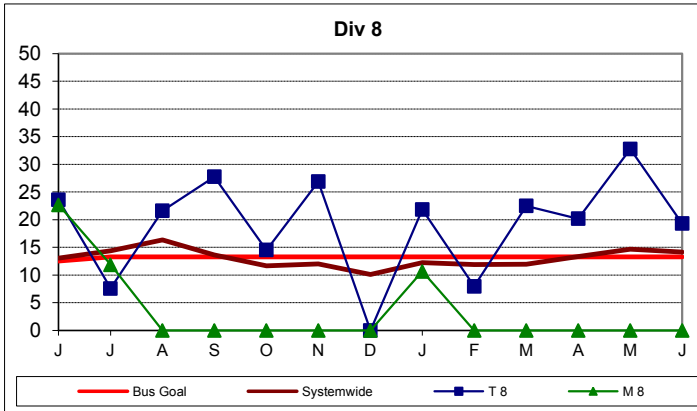

Div 10

Div 15

NEW WORKERS' COMPENSATION INDEMNITY CLAIMS FILED PER 200,000 EXPOSURE HOURS - Continued

Remaining Below the Goal line is the target.

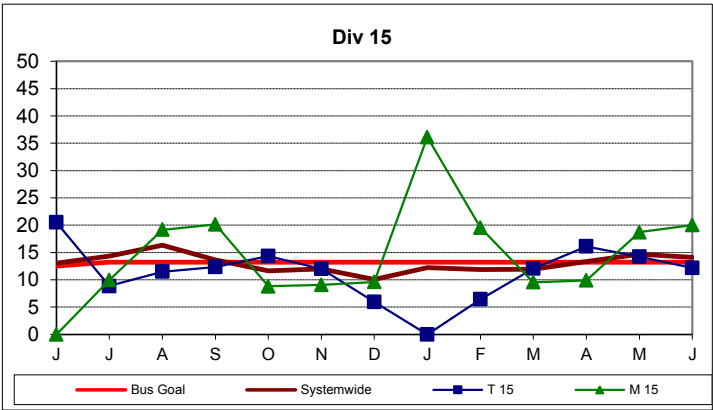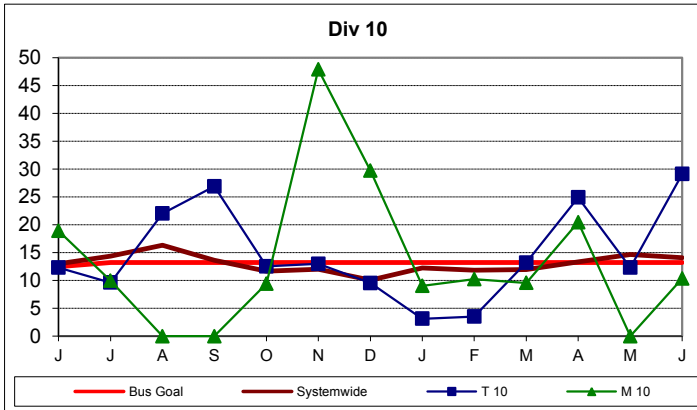*W.C. now reflects current month's data. No data lag.*

OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions

Definition: Work-related injuries and illnesses that result in: death, loss of consciousness, days away from work, restricted work activity or job transfer, or medical treatment beyond first aid which are filed per 200,000 exposure hours.

Calculation: New OSHA Injuries filed per 200,000 Exposure Hours = New Injuries /(Exposure Hours/200,000)

One month lag in reporting.
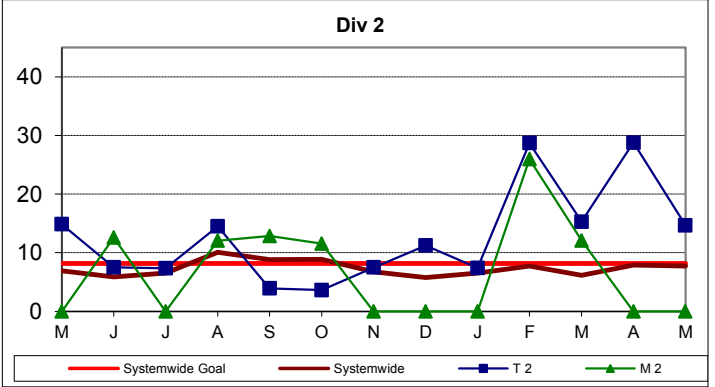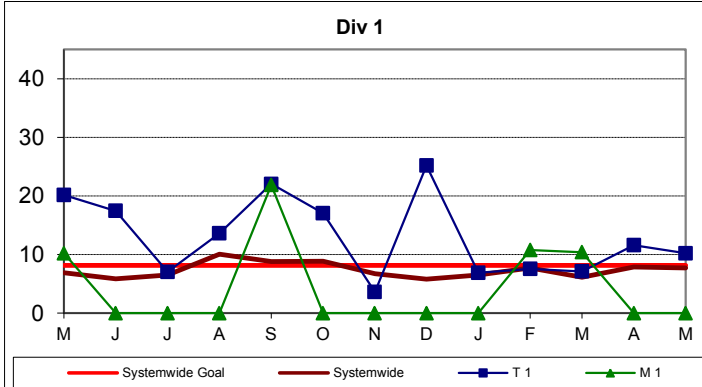
Remaining Below the Goal line is the target.
One month lag in reporting.
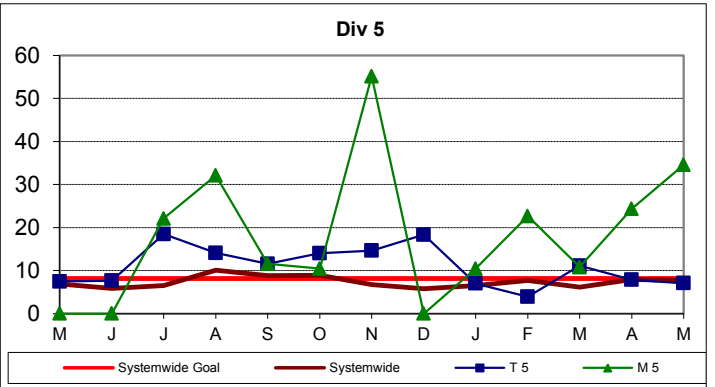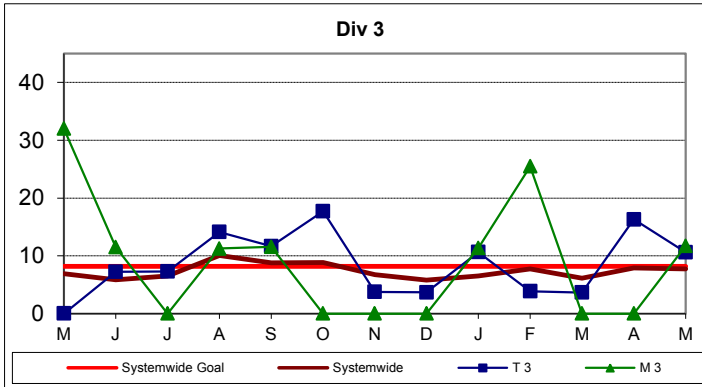
One month lag in reporting.
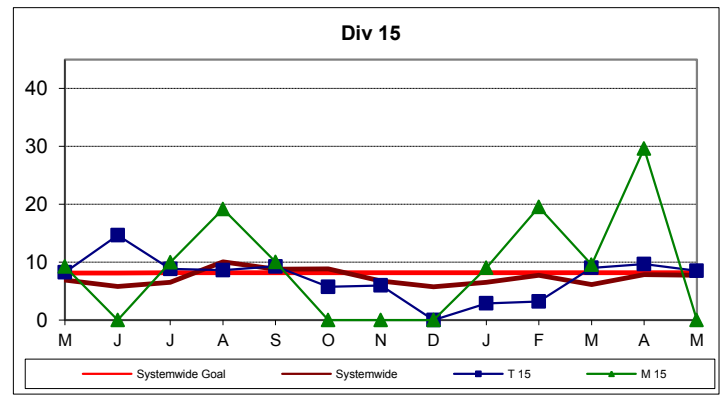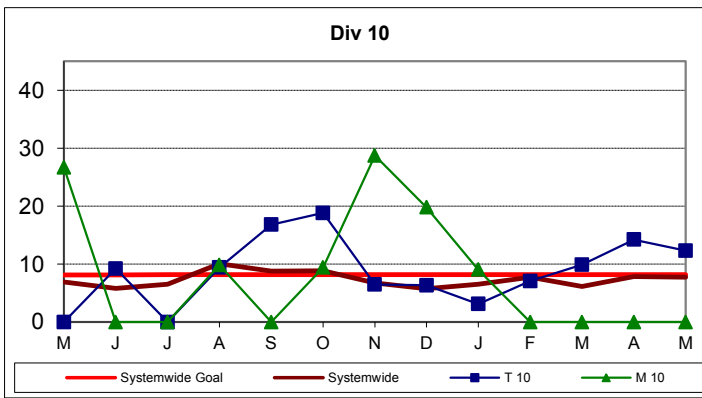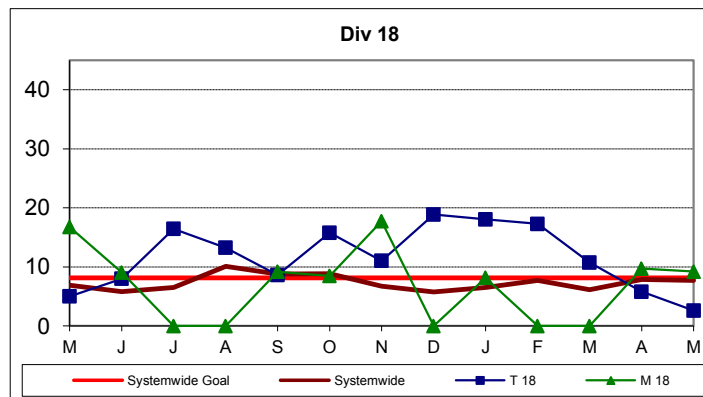
OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS - Continued

One month lag in reporting.

Div 8

Div 9

One month lag in reporting.

Div 10

Div 15

One month lag in reporting.

Div 18

NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS
Systemwide and Bus Operating Divisions

Definition: Number of paid working days lost due to employees workers' compensation injuries each month per 200,000 exposure hours. This indicator measures use of Transitional Duty Program.

Calculation: : (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number of Exposure Hours / 200,000)

One month lag in reporting.

Div 1

Div 2

One month lag in reporting.

Lower is better.

Div 3

Div 5

One month lag in reporting.

Div 6

Legend: Systemwide — T 6 — M 6

Div 7

Legend: Systemwide — T 7 — M 7

One month lag in reporting.

Div 8

Legend: Systemwide — T 8 — M 8

Div 9

Legend: Systemwide — T 9 — M 9

One month lag in reporting.

Lower is better.

Div 10

Legend: Systemwide — T 10 — M 10

Div 15

Legend: Systemwide — T 15 — M 15

NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS - Continued

One month lag in reporting.

Lower is better.

Div 18

Monthly Calculations - June 2013
Metro Bus - Maintenance

Definition: A performance awareness program designed to increase productivity and efficiency.

Calculation: Performances by Division are ranked from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for each performance indicator is then multiplied by the weight assigned to the particular performance indicator and then summed. Summed values are sorted from high to low and the Division with the highest score wins the program award for the month.

Maintenance												
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
In-Service On-Time Performance	10%	77.4%	74.9%	75.7%	74.8%	74.0%	70.1%	81.8%	76.0%	67.3%	77.9%	73.2%
Points		9	6	7	5	4	2	11	8	1	10	3
Miles Between Total Road Calls	30%	2111.9	2307.2	3761.2	2416.8	2914.9	1919.6	4124.9	4091.6	1966.9	2941.9	2046.0
Points		4	5	9	6	7	1	11	10	2	8	3
Past Due PMPs	25%	0.172	0.265	0.026	0.497	0.300	0.054	0.254	0.133	0.044	0.001	0.018
Points		5	3	9	1	2	7	4	6	8	11	10
Bus Cleanliness	25%	8.27	8.44	8.51	8.23	8.81	8.48	9.00	8.72	8.30	8.63	8.19
Points		3	5	7	2	10	6	11	9	4	8	1
New WC Claims /200,000 Exp Hrs	10%	11.19	12.50	12.47	24.53	0.00	0.00	0.00	10.40	10.37	20.01	9.27
Points		5	3	4	1	9	9	9	6	7	2	8
Totals		4.60	4.40	7.80	3.15	6.40	4.65	9.05	8.15	4.40	8.35	4.75

FINAL RANKING	Maintenance Division Ranking (Sorted)										
DIV.	DIV. 8	DIV. 15	DIV. 9	DIV. 3	DIV. 6	DIV. 18	DIV. 7	DIV. 1	DIV. 2	DIV. 10	DIV. 5
Score	9.05	8.35	8.15	7.80	6.40	4.75	4.65	4.60	4.40	4.40	3.15
Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	9th	10th

MAINTENANCE
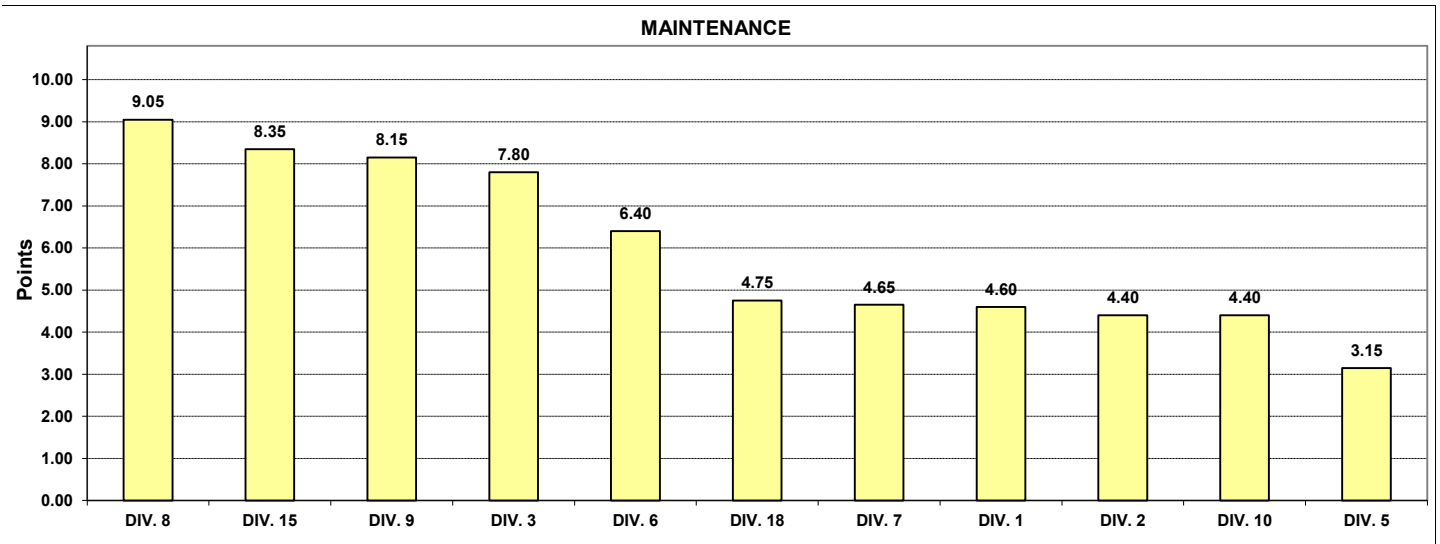
Monthly Calculations - June 2013
Metro Bus - Transportation

Definition: A performance awareness program designed to increase productivity and efficiency.

Calculation: Performance by Division are ranked from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for each performance indicator is then multiplied by the weight assigned to the particular performance indicator and then summed. Summed values are sorted from high to low and the Division with the highest score wins the program award for the month.

	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
Transportation *												
In-Service On-Time Performance	**20%**	0.774	0.749	0.757	0.748	0.740	0.701	0.818	0.760	0.673	0.779	0.732
Points		9	6	7	5	4	2	11	8	1	10	3
Accident Rate	**35%**	3.97	3.96	4.17	4.34	6.64	4.02	2.44	1.87	5.93	3.69	4.21
Points		7	8	5	3	1	6	10	11	2	9	4
Complaints/100K Boardings	**35%**	2.54	1.58	3.01	1.71	2.17	3.54	3.45	4.40	2.69	2.98	3.28
Points		8	11	5	10	9	2	3	1	7	6	4
New WC Claims /200,000 Exp Hrs	**10%**	29.46	38.36	7.55	15.09	0.00	8.71	19.30	11.81	29.11	12.19	27.21
Points		2	1	10	6	11	9	5	8	3	7	4
Totals		**7.25**	**7.95**	**5.90**	**6.15**	**5.40**	**4.10**	**7.25**	**6.60**	**3.65**	**7.95**	**3.80**

FINAL RANKING	**Transportation Division Ranking (Sorted)**									
DIV.	DIV. 15	DIV. 2	DIV. 1	DIV. 8	DIV. 9	DIV. 5	DIV. 3	DIV. 6	DIV. 7	DIV. 18	DIV. 10
Score	7.95	7.95	7.25	7.25	6.60	6.15	5.90	5.40	4.10	3.80	3.65
Rank	1st	1st	2nd	2nd	3rd	4th	5th	6th	7th	8th	9th

* Please Note: The Transportation HYD ranking categories and weighting have been modified effective January 2013.
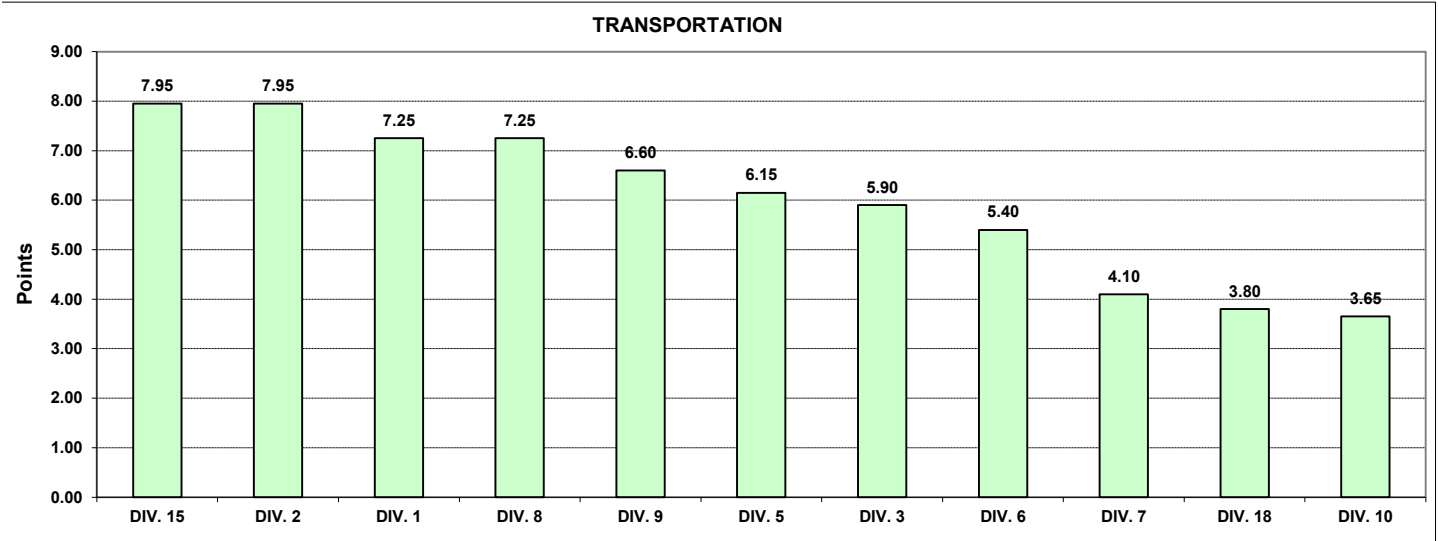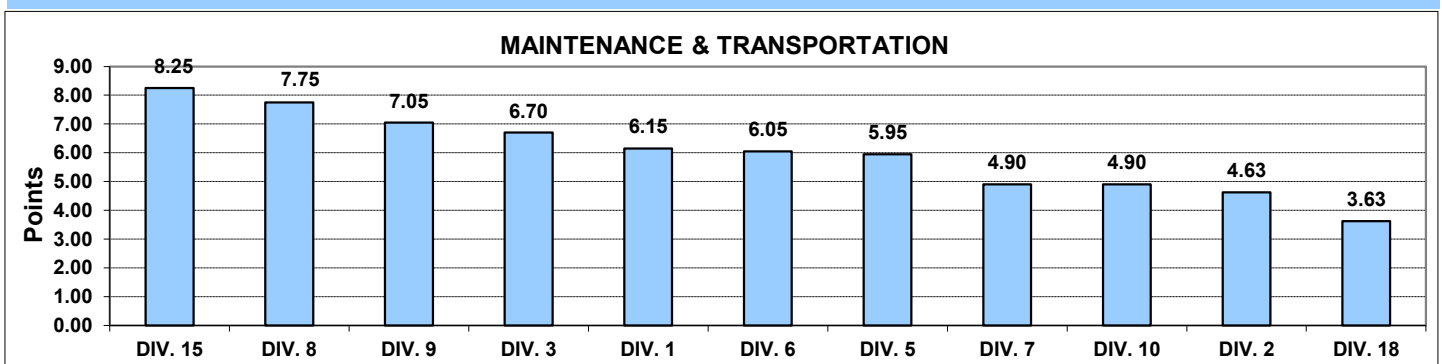
TRANSPORTATION

Quarterly Calculations: FY13 - Q4
Metro Bus - Maintenance and Transportation

Definition: A performance awareness program designed to increase productivity and efficiency.

Calculation: Data reflects a cumulative total of performance data for each performance indicator for the three months in the most current closed quarter. Performance by Division are ranked from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for each performance indicator is then multiplied by the weight assigned to the particular performance measure, summed

Maintenance and Transportation												
Maintenance	**Weight**	**Div 1**	**Div 2**	**Div 3**	**Div 5**	**Div 6**	**Div 7**	**Div 8**	**Div 9**	**Div 10**	**Div 15**	**Div 18**
In-Service On-Time Performance	**5.0%**	0.783	0.743	0.753	0.757	0.748	0.707	0.809	0.755	0.691	0.772	0.739
Points		10	4	6	8	5	2	11	7	1	9	3
Miles Between Total Road Calls	**15.0%**	2053.41	2042.77	3016.89	2483.79	2839.90	2082.52	4480.01	3808.04	2170.43	3089.11	1983.10
Points		3	2	8	6	7	4	11	10	5	9	1
Past Due PMPs	**12.5%**	0.107	0.132	0.014	0.326	0.184	0.032	0.151	0.126	0.021	0.006	0.106
Points		6	4	10	1	2	8	3	5	9	11	7
Bus Cleanliness	**12.5%**	8.204	8.265	8.631	8.240	8.935	8.407	9.069	8.809	8.476	8.793	8.169
Points		2	4	7	3	10	5	11	9	6	8	1
Claims /200000 Exp.Hrs	**5.0%**	11.239	4.110	4.090	27.952	22.036	0.000	0.000	10.493	9.935	16.229	15.650
Points *		5	8	9	1	2	10	10	6	7	3	4
Transportation												
In-Service On-Time Performance	**10.0%**	0.783	0.743	0.753	0.757	0.748	0.707	0.809	0.755	0.691	0.772	0.739
Points		10	4	6	8	5	2	11	7	1	9	3
Accidents/100k Hub Miles	**17.5%**	3.782	4.994	4.255	3.877	6.690	4.622	2.320	2.299	5.549	3.241	4.042
Points		8	3	5	7	1	4	10	11	2	9	6
Complaints/100K Boardings	**17.5%**	2.315	1.755	3.136	2.235	1.724	3.090	3.529	4.153	2.480	3.015	3.407
Points		8	10	4	9	11	5	2	1	7	6	3
Claims /200000 Exp.Hrs	**5.0%**	24.285	28.319	11.342	11.227	8.267	17.493	24.312	15.808	21.863	14.137	19.134
Points *		3	1	9	10	11	6	2	7	4	8	5
Totals		**6.15**	**4.63**	**6.70**	**5.95**	**6.05**	**4.90**	**7.75**	**7.05**	**4.90**	**8.25**	**3.63**

Maintenance and Transportation Division Ranking (Sorted)												
FINAL RANKING	**DIV.**	DIV. 15	DIV. 8	DIV. 9	DIV. 3	DIV. 1	DIV. 6	DIV. 5	DIV. 7	DIV. 10	DIV. 2	DIV. 18
	Score	8.25	7.75	7.05	6.70	6.15	6.05	5.95	4.90	4.90	4.63	3.63
	Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	8th	9th	9th

MAINTENANCE & TRANSPORTATION

Yearly Calculations - FY13
Metro Bus - Maintenance and Transportation

Definition: A performance awareness program designed to increase productivity and efficiency.

Calculation: Data reflects a cumulative total of performance data for each performance indicator for the first six months in the current calendar year. Performance by Division is ranked from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for each performance indicator is then multiplied by the weight assigned to the particular performance measure, summed with the other scores for that Division and sorted from high to low score.

Maintenance											
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
In-Service On-Time Performance	5.0%	0.80	0.74	0.76	0.76	0.75	0.72	0.80	0.76	0.72	0.77	0.74
Points		10	3	8	6	5	2	11	7	1	9	4
Miles Between Total Road Calls	15.0%	1914.67	1892.17	2575.35	2211.13	3725.72	1979.78	4347.53	4100.49	1947.42	2984.20	2023.51
Points		2	1	7	6	9	4	11	10	3	8	5
Past Due PMPs	12.5%	0.084	0.063	0.024	0.149	0.195	0.032	0.055	0.111	0.050	0.003	0.106
Points		5	6	10	2	1	9	7	3	8	11	4
Bus Cleanliness	12.5%	8.233	8.054	8.487	8.101	8.883	8.415	9.067	8.767	8.264	8.806	8.036
Points		4	2	7	3	10	6	11	8	5	9	1
New WC Claims /100 Emp	5.0%	13.172	10.217	7.883	23.318	18.735	3.147	1.902	7.557	13.037	15.899	11.927
Points		4	7	8	1	2	10	11	9	5	3	6

Transportation											
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
In-Service On-Time Performance	10.0%	0.796	0.740	0.761	0.759	0.753	0.720	0.798	0.760	0.718	0.775	0.742
Points		10	3	8	6	5	2	11	7	1	9	4
Accident Rate	17.5%	3.754	4.306	3.897	4.501	6.985	4.056	2.201	2.294	4.773	3.288	4.025
Points		8	4	7	3	1	5	11	10	2	9	6
Complaints/100K Boardings	17.5%	2.345	2.009	3.195	2.375	2.344	3.102	3.750	5.054	2.555	3.231	3.756
Points		9	11	5	8	10	6	3	1	7	4	2
New WC Claims /Emp	5.0%	17.562	21.469	12.624	19.938	8.986	13.061	18.645	20.002	14.914	10.481	21.099
Points		6	1	9	4	11	8	5	3	7	10	2
Totals		6.40	4.63	7.33	4.60	6.05	5.60	8.80	6.45	4.40	7.98	3.78

FINAL RANKING	Maintenance and Transportation Division Ranking (Sorted)										
DIV.	DIV. 8	DIV. 15	DIV. 3	DIV. 9	DIV. 1	DIV. 6	DIV. 7	DIV. 2	DIV. 5	DIV. 10	DIV. 18
Score	8.80	7.98	7.33	6.45	6.40	6.05	5.60	4.63	4.60	4.40	3.78
Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th

MAINTENANCE & TRANSPORTATION

Div	Points
DIV. 8	8.80
DIV. 15	7.98
DIV. 3	7.33
DIV. 9	6.45
DIV. 1	6.40
DIV. 6	6.05
DIV. 7	5.60
DIV. 2	4.63
DIV. 5	4.60
DIV. 10	4.40
DIV. 18	3.78
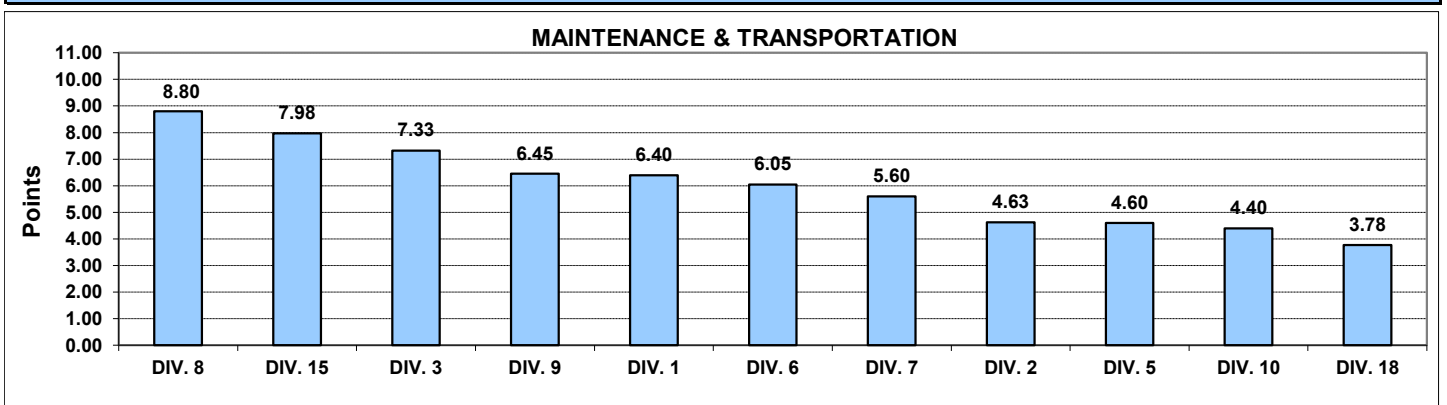
Most Improved Yearly Calculations: FY12 to FY13
Metro Bus - Maintenance and Transportation

Definition: A performance awareness program designed to increase productivity and efficiency.

Calculation: Data reflects a positve or negative difference in performance between the first and last quarters of the current calendar year. Performance indicators by Division are sorted from best to worst. A score of 1 to 11 is assigned, with 11 being the best and 1 being the worst. Each score for each performance indicator is then multiplied by the weight assigned to the particular performance measure, summed with the other scores for that Division and sorted from high to low score.

Maintenance											
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
In-Service On-Time Performance	5.0%	-0.0054	-0.0020	-0.0173	-0.0241	-0.0318	-0.0119	0.0110	-0.0079	-0.0166	0.0050	-0.0111
Points		8	9	3	2	1	5	11	7	4	10	6
Miles Between Total Road Calls	15.0%	92.40	58.94	380.78	440.78	-109.48	121.61	-572.43	224.81	221.46	90.55	-177.56
Points		6	4	10	11	3	7	1	9	8	5	2
Past Due PMPs	12.5%	-0.0779	0.0052	-0.1250	-0.1421	0.0933	0.0065	0.0519	-0.0441	-0.4322	-0.0036	-0.1467
Points		7	4	8	9	1	3	2	6	11	5	10
Bus Cleanliness	12.5%	0.1464	-0.0523	0.2494	0.1561	-0.0880	0.1382	-0.1407	0.1569	0.1306	0.2371	0.0832
Points		7	3	11	8	2	6	1	9	5	10	4
New WC Claims /100k Exp Hrs	5.0%	6.3468	1.4920	-0.4334	19.6406	18.7354	-4.5305	-4.8668	2.7160	2.7298	3.6534	0.7028
Points		3	7	9	1	2	10	11	6	5	4	8

Transportation											
	Weight	Div 1	Div 2	Div 3	Div 5	Div 6	Div 7	Div 8	Div 9	Div 10	Div 15	Div 18
In-Service On-Time Performance	10.0%	-0.0054	-0.0020	-0.0173	-0.0241	-0.0318	-0.0119	0.0110	-0.0079	-0.0166	0.0050	-0.0111
Points		8	9	3	2	1	5	11	7	4	10	6
Accident Rate	17.5%	3.7539	4.3060	3.8967	4.5014	6.9845	4.0564	2.2013	2.2944	4.7726	3.2878	4.0252
Points		8	4	7	3	1	5	11	10	2	9	6
Complaints/100K Boardings	17.5%	2.3455	2.0094	3.1954	2.3749	2.3443	3.1023	3.7496	5.0543	2.5552	3.2313	3.7560
Points		9	11	5	8	10	6	3	1	7	4	2
New WC Claims /100k Exp Hrs	5.0%	17.5618	21.4688	12.6245	19.9383	8.9858	13.0605	18.6454	20.0022	14.9145	10.4806	21.0988
Points		6	1	9	4	11	8	5	3	7	10	2
Totals		7.28	5.85	7.33	6.25	3.55	5.75	5.43	6.65	5.98	7.10	4.85

FINAL RANKING	Maintenance and Transportation Division Ranking (Sorted)										
DIV.	DIV. 3	DIV. 1	DIV. 15	DIV. 9	DIV. 5	DIV. 10	DIV. 2	DIV. 7	DIV. 8	DIV. 18	DIV. 6
Score	7.33	7.28	7.10	6.65	6.25	5.98	5.85	5.75	5.43	4.85	3.55
Rank	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th

MAINTENANCE and TRANSPORTATION